

The Hive - Alert Details, Workflow and Communications

Helpful Definitions and Information About Permissions:

- Alerts are items in the Hive that result in a message being sent to someone – they alert someone of something. There are two alerts created by faculty/staff, Flags and High Fives, and one student raised alert using the “raise my hand” feature.
- “View” – means you can see the initial alert which has been raised. No follow up comments are viewable.
- “Manage” or “Assign” mean that the person with that role has a greater view of the ongoing comments in the alert process.
- The only time the student is sent a message in the alert workflow is when an alert is raised. However, students can be included on additional comments if the commentator elects to send a copy of their comment to the student.
- Capability does not equal responsibility. Roles may have “manage” access because we want them to be able to comment or view comments, but this does not mean they are required to comment.
- At times a specific staff member may be assigned to follow up on an alert – anyone with manage permissions can be “assigned” as the point person for follow up with a student. Those with the assign permission can create an assignment.
- Review your email notifications tab in your institutional profile for The Hive. If you see any alerts listed under “Flag Notifications” these are items where you will see a notification regarding alerts in your message digest from The Hive.
 - The timing of the digest email is based on user preferences set on the email notifications tab.
 - Where indicated alerts that are marked as “emergent” will result in a notice going out immediately.

Alert Type: Academic Flags

Flag Name: Attendance Concern

Use when a student has missed a consecutive week of class (2 to 3 sessions) or has regular on-going attendance concerns that may impact their grade (multiple absences over course of semester). A message is sent to the student from the Flag Raiser (Instructor). This message includes Raiser Comments.

- The Instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions. The instructor should clear the flag when/if the student returns to class.
- If a student drops the class, the flag will be cleared by the system when their enrollment in the class ends.
- Copy of message is also sent to Academic Advising. Advising will watch for students who have multiple attendance flags from more than one instructor. In these instances, Academic Advising may connect with members of the students support network and “assign” someone to specifically follow up with the student. The instructor and primary faculty advisor would receive an update that an advisor had been assigned when this happens.
- Others listed on this flag have manage access and they may add comments or information to the thread if they are working with the student and have relevant information to share. They should not close or clear the flag unless they have been assigned to follow up with the student.

Message Template: Attendance Message to Student

Subject: The Hive – {Course Name} attendance

{Student Name},

You are receiving this message because your instructor, [Raiser Name], for [Course Name] has raised a concern about your attendance. Attending class is an essential part of succeeding at CSB/SJU. When students miss class, grades and academic performance suffer. Connect with your instructor to get back on track for the semester. Also, please know that the Student Success Network at CSB/SJU is here to help you by providing access to tools for academic success. Go to [The Hive](#) to access these tools and connect with your Support Network.

- Student Success Team

Message from Your Instructor: {Raiser Comments i.e. Rachel, I hope you are okay. I have an attendance concern: You have missed X classes so far this semester. Any further absences may—and probably will—impact your final grade. Please contact me to review the steps needed to get back on track this semester. Here’s a link to The Hive’s appointment scheduler. I hope to hear from you and meet with you soon.} - {Raiser Name}

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Flag Name: General Academic Concern

Use this flag to express any academic concerns you have about a student. May include, but is not limited to, concerns about low test scores, a pattern of missing/late assignments, a noticeable change in participation, and so forth. A message is sent to the student from the Flag Raiser (Instructor). This message includes Raiser Comments.

- The Instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.
- The Instructor should clear flag if improvements are made and the concern is resolved. The flag will be cleared at the end of the term if the flag has not been resolved and cleared by instructor during the term.
- A message is sent to Student, their Primary Faculty Advisor, and Academic Advising.
- Academic Advising will watch for students who have multiple academic concern flags from more than one instructor. In these instances, Academic Advising may connect with members of the student's support network and "assign" someone to specifically follow up with the student. The instructor and primary faculty advisor would receive an update regarding the alert in the event that someone, such as and Academic Advisor, is assigned to take the lead on follow up for this alert.
- Others listed on this flag have manage access and they may add comments or information to the thread if they are working with the student and have relevant information to share. They should not close or clear the flag unless they have been assigned as the point person to follow up with the student.

Message Template: General Academic Concern

Subject: General Academic Concern

[Student First Name]

You are receiving this message because your instructor, [Raiser Name], for [Course Name] has raised a concern about your progress this semester. Please take action to review your options and develop a plan for the rest of the term. Your Success Network wants to see you succeed. Use [The Hive](#) to contact your support network and campus support services if you need assistance.

- Student Success Team

Message from Your Instructor: {Raiser Comments *i.e. Rachel, you have missed several classes this semester and have 4 missing assignments. I am concerned that unless you take action you will not be able to earn a passing grade. Please contact me to review the options you have and steps you need to take to be successful this semester.*} - [Raiser Name]

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Flag: In Danger of Failing

May be raised as part of a response to progress survey(s) or by an instructor when a student is in danger of failing a course. Message is sent to Student as well as their Primary Faculty Advisor.

- Instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.
- Academic Advisors, Instructor, Primary Faculty Advisor, and Student Support team** have Manage Access to this flag and are able to view and add comments.
- Others listed have View Access to the flag and are only able to see a flag has been raised, they do not have access to make or view threaded comments.

Message Template: In Danger of Failing Message to Student

Subject: Action Required in [Course Name]

[Student First Name],

You are receiving this message because your instructor, [Raiser Name], has indicated that you are at risk of failing [Course Name]. Please take action to review your options and develop a plan for the rest of the term. Your Success Network wants to see you succeed. Use [The Hive](#) to contact your support network and campus support services if you need assistance as you navigate your options. Your Success Network believes that you can be successful in your academic studies and are here to help.

- Student Success Team

Message from Your Instructor: {Raiser Comments *i.e. Rachel, you have not done well on the last two exams and are missing coursework. You need to complete all remaining coursework and pass the last two exams with a B or better to earn a C for this class. My office hours are M & W from 1 to 3. Please set up a time for us to visit using scheduling feature in the Hive.*}

[Raiser Name]

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Flag: Never Attended- Action Needed

Often part of the Opening Term Progress Survey. This message is used for students who have NEVER attended their courses. A message is sent to the student from the Flag Raiser (Instructor). This message does NOT include Raiser Comments.

- The instructor should clear the flag when/if the student returns to class.
- If a student drops the class, or withdraws from the college, the flag will be cleared by the system when their enrollment ends.
- A message is also sent to Academic Advising, Financial Aid, and the students Primary Faculty Advisor.
- Advising will watch for students who have multiple Never Attended Flags from more than one instructor. In these instances, Academic Advising may connect with members of the students support network and “assign” someone to specifically follow up with the student.
- Others listed on this flag have manage access and they may add comments or information to the thread if they are working with the student and have relevant information to share. They should not close or clear the flag unless they have been assigned to follow up with the student.

Message Template: No Show Message to Student (Recommended)

Subject: Attendance - [Course Name]

[Student First Name],

Attending class is essential to your success. You are receiving this message because your instructor, [Instructor Name], has indicated that you have not yet attended [Course Name].

If there is a reason you cannot attend this class as scheduled, please contact Academic Advising for assistance. Advising can be reached at 320-363-5687 (CSB) or 320-363-2248 (SJU) to make an appointment.

- Student Success Team

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Alert Type: Social Flags

Flag Name: Student Success Concern

Use to document and communicate baseline concerns regarding student wellness, behavior or social concerns that are not of a sensitive/critical nature. This may include but is not limited to homesickness/trouble connecting, roommate concerns that the student does not seem to be navigating on their own, chronic lateness to student employment, or other items that do not rise to the level of a Sensitive Discreet Student Concern but have risen to a level where a check in from member of the Student Development Team with the student would be of benefit.

Email Alert Goes to: Residential Life Office Staff, CSB Area Coordinator, CSB Residence Director and SJU Faculty Residents. This flag has a status in the system that does not follow digest rules but goes right away from the Hive to outlook email of recipient. Even though the notice is sent when the flag is raised, please keep in mind that due to the volume of emails and individuals schedules immediate response is not guaranteed.

Because this is a baseline type of concern, there is a larger group of service staff whom can support students and follow up on this alert. Academic Advisor, Academic Deans, Athletic Trainers, CSB Residential Area Coordinator, CSB Residential Director, SJU Faculty Resident, instructor for any course concern is connected to, Registration Committee, Student Accessibility Services, Student Affairs Leadership, Varsity Coach. Residential Life Office Staff, Student Support team* (view team members [here](#)) have manage access and they may add comments or information to the thread if they are working with the student and have relevant information to share. They should not close or clear the flag unless they have been assigned to follow up with the student.

Alert is not shared with student in the Hive (but is requestable via FERPA protocols).

Message Template: Student Concern – Sent to Student Development

Subject: [Flag Name] – [Student Last Name]

Attention! - please see information below regarding a [Flag Name] for [Student Full Name], Banner ID: [Student Id].

[Raise Notes]

Student's contact information: [Student Cell Phone] [Student Email]

Your Name: [Raiser Name]

Your Email: [Raiser Email]

Your Phone: [Raiser Phone]

Flag Name: Sensitive Discreet Student Concern

To be used for Sensitive or Critical Discreet Student Concerns of a non-academic nature. Use to document concerns related to a student when you believe discreet follow up is needed by a member of the Student Development Staff.

As always, if you have an immediate or life-threatening concern for someone's wellbeing please call CSB Security (ext. 5000) or SJU Life Safety for assistance (ext. 2144). Concerns related to this alert could include but are not limited to changes in behavior or hygiene, suspected substance abuse or eating disorder, emotional distress, safety concerns, and so forth.

We would encourage these types of concerns be relayed via a direct call to Student Development and/or Residential Life and then documented in The Hive. An alert is sent via The Hive to Residential Life for action/follow up when this flag is raised but immediate response is not guaranteed. Student is not sent a copy of this flag.

Residential Life Staff, CSB Area Coordinator, the CSB Residence Director or SJU Faculty Resident for the student, the Deans and Assistant Deans of Students, VP of Student Development and the [Student Support team*](#) have manage access to this flag and they may add comments or information to the thread if they are working with the student and have relevant information to share. They should not close or clear the flag unless they have been assigned to follow up with the student.

Alert is not shared with student in the Hive (but is requestable via FERPA protocols).

Message Template Student Concern – Sent to Student Development**Subject:** [Flag Name] – [Student Last Name]

Attention! - please see information below regarding a [Flag Name] for [Student Full Name], Banner ID: [Student Id].

[Raise Notes]

Student's contact information: [Student Cell Phone] [Student Email]

Your Name: [Raiser Name]

Your Email: [Raiser Email]

Your Phone: [Raiser Phone]

Flag Name: Never Checked Into Campus Housing - Action Needed

Raised by Faculty Residents, Residence Directors or Area Coordinators when students do not arrive for the term (do not check into/arrive in campus housing). The alert sends a message to Student and Residential Life Office Staff. This message includes Raiser Comments.

- Faculty Residents, Residence Directors or Area Coordinators, Residential Life Office Staff have Manage Access to this flag and are able to view and add comments.
- Others listed have View Access to the flag and are only able to see a flag has been raised, they do not have access to make or view threaded comments.

Subject: Response needed -[Student First Name]-our records show you have not yet checked into housing this term!

[Student First Name],

Our records show that you have not yet checked in or arrived to your campus housing for the term.

[Raise Notes]

Please contact the Residential Life & Housing Office should you have any questions or concerns or in the event that you are no longer returning to campus.

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Alert Type: High Fives**High Fives:**

- **Name:** Keep Up the Good Work. **Use** to recognize achievements, success and milestones in and out of class settings.
- **Name:** Showing Improvement. **Use** when a student has shown improvement in the classroom
- **Name:** Off to a Good Start. **Use** for students who have started strong to encourage them to keep up the momentum
- **Name:** Outstanding Academic Performance. **Use** when a student has shown outstanding academic performance.

May be raised as part of progress surveys or on an individual basis to recognize positive achievements or milestones by students.

Message Template: High Five**Subject:** High Five! [High Five Name] [in [Course Name*]

[Student First Name],

Nice work! You are receiving this message as [flag raiser] has sent you a High Five via The Hive!

- Student Success Team

Message from Your Instructor: {Raiser Comments *i.e.* *You did an outstanding job with your prestation on scholarship and creativity day!*} - [Raiser Name]

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

*If high five is not related to a course, this field will not display.

High Five – Thank you for Visiting the Writing Center

Used by peer tutors after a student visits the Writing Center. A copy of the high five is sent to instructor, viewable by Varsity Coach, Academic Advisor and SAS.

Subject: Thank you for visiting the Writing Center!

[Student First Name,]

Thank you for visiting the Writing Center.

[Raise Notes]

Sincerely,

[Raiser Name]

Writing Center Peer Tutor

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Alert Type: Raise Your Hand

Student Concerns – Students raise their hand to get connected to assistance and support services

Use: General message to student confirming receipt of “Raise Your Hand” flag. Outreach will be done by appropriate corresponding offices regarding the students concerns.

Message Template: Raise Your Hand Confirmation Message to Student (Recommended)

Subject: Help is on the way!

[Recipient First Name],

We have received the following request from you.

Category: [Flag Name]

Raised On: [Raised Date]

Your Comments: [Raise Notes]

We are working to connect you to right resources. Someone will contact you soon using the information you provided in your message and/or the contact information we have on file in The Hive.

- Student Success Team

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Alert Type: Referrals

Academic Advising

Use this to refer a student to the Academic Advising Office. This message should be addressed to the student and is comprised of the comments in the referral. A referral message is sent to the student from the Flag Raiser (Instructor). This message includes Raiser Comments.

- Copy of the referral with raiser comments is sent via email to the student and academic advising.
- Academic Advisors, Primary Faculty Advisor, Student Support team* and Registration Committee** have Manage Access to this referral type and are able to view and add comments.

Referral Template:

[Student Name] - You are receiving this message because [Referral Creator] has created a referral for you to [Academic Advising](#).

[Referral Name]

[Student Full Name] [Student Id]

[Course Name]

[Creator Name]

[Raiser Notes]

Click here to connect with [Academic Advising](#).

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from Hobson's. Click [here](#) to learn more.

Other tools in The Hive:

Notes

Another tool available to use in The Hive are Notes. Notes are not considered an “alert” as by default Notes do not send any communications out, rather they simply create a note in the students electronic file that can be viewed when/if someone with permissions to view that note type opens the students file for review.

- Use notes to record comments, concerns, or matters of information in a student’s file that you want to be accessible by you and others – review shared access to each note as you create the note. If the note is only for your use, mark the item as private and it is no longer shared on the students file.
- You may elect to send a copy of the note via email to the student as you raise it should you wish to do so.
 - There are not message templates for notes – they are comprised of the note raisers comments.
- Notes can be useful for items you want to document but the matter being addressed does not yet rise to the level such that you need to raise an alert.
- Your connection to a student will dictate which notes are available for your use.
 - Examples of note types include the following: Advising Note, Attendance Note, Faculty Advising Note, Course Related Shared Note, and General Note.

Messages

When you send a “message” via the Send Message button to a student or group of students this is simply a message sent via the Hive (and copied to their outlook email). Messages are not shared with others in the Hive. Look at the notes tab for a record of messages you have sent to a student.