

Documenting Meetings and Adding Comments in Shared Systems

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:

Detailed Description

Enter a detailed description about the appointment.

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

Outcomes from student meetings/appointments are viewable to those who can view the appointment. You can elect whether you want to send a copy of the notes to the student as well.

Edit Appointment

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

When do I add comments to appointments, flags, referrals or high fives?

- It is always encouraged with Flags, Referrals and High Fives to add comments which personalizes the message to the student and their situation
- When SpeedNotes available for documenting an appointment do not fully reflect the topics discussed or outcomes of the meeting
- When a Student needs additional resources and a narrative record of the need will help advisors, or student support staff assist the student
- To help the student understand your concerns and what to do next

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
- How was the issue resolved?
- 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 for possible attendance 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.

How do I submit an alert (Flag, Referral or High Five)?

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

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 had a red face, was shaking, and was muttering under their breath," is more concrete as is "Student X was tearful and very quiet after discussing the challenges they have to overcome to pass the course". Both students are upset but may need different approaches, interventions or referrals for support.

Using Notes

Depending on your relationship in The Hive with a student, you may be able to add a note to their record. This can be done by instructors, advisors, residential life staff and so forth. A note provides information but does not raise an alert (flag/high five/referral).

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 students' profile – however remember that all items in The Hive are always part of the student record in relation to FERPA and are ultimately part of a shared system. See also

<https://www.csbsju.edu/the-hive/about-the-hive/faq#FERPA>