Peer Leaders: Introduction

THE HIVE

Peer Leaders may be student leaders and/or student employees on campus who have been identified to work in a direct service role with students a few examples of this type of role include Tutors in Academic Areas, Career Ambassadors, FYX Peer Mentors, and Writing Center Staff.

What is The HIVE?

The HIVE is a software that was purchased by the CSBSJU to aid in student success. The HIVE is part of the Academic Center for Excellence and Success (ACES) at CSB/SJU. The HIVE is designed to facilitate online appointment scheduling with advisors, instructors, and other departments. It also fosters the development of a student success network, comprised of advisors, instructors, tutors, career ambassadors and other re-sources on campus who can help facilitate student success.

The HIVE also will enhance communication between instructors and students. It allows instructors to provide early feedback to students through the use of targeted messages and alerts from The HIVE. Depending on the type of alert, academic advisors and other departments on campus may be able to view these messages and provide additional support to the student based on their connection to that student. These alerts can address concerns and additionally offer praise as students achieve success or reach milestones in their programs and academic pursuits.

What can students use The Hive for?

- Use the searchable service director under My Success Network to find service hours for campus resources such as Academic Advising, XPD, the Writing Center and more. Also use the Success Network to find office hours for faculty/staff who have enabled online scheduling and schedule appointments online through the My Success Network.
- Receive appointment reminder messages via outlook for meetings scheduled using The HIVE so you never forget an appointment.
- Receive notifications: Flags, High Fives or Referrals from your instructors regarding your academic performance in class. These notifications/alerts are listed on your "dashboard" in The HIVE for easy reference.
- Some of these notifications may result in other support providers like academic advisors, financial aid or residential life staff, reaching out to help connect you to appropriate resources.
- Use your dashboard to track items that need attention and communicate with your instructor or follow the steps in the alerts to contact campus resources for assistance and support.

All information in The Hive is protected under the Family Educational Rights and Protection Act (FERPA). Please see the privacy notice for The Hive for more details.

Students can request help in classes or across campus. Raise Your Hand with The HIVE!

- From the navigation menu, click the "Raise Your Hand" button.

  ✋ Raise Your Hand

- Select the "I need help in a course" option and the course name for this course – College Success (INTG105…).
- Use the comment box to include any specific questions you have, if applicable.
- Click the Submit button to send the notification to your instructor.
- Responses to your message will be sent to your CSBSJU email.
- Use the "I need help" option to easily reach out to any of your instructors for assistance throughout the term. Using this feature will send a message to your instructor. Be sure to watch your CSBSJU email for their response.
- There are several additional items under "Raise Your Hand" that can be used to request help outside of classes in situations where you need assistance but aren't sure where to start – Use the drop down for "type of help needed" to review the other options available. Be sure to comeback to Raise Your Hand anytime you need help.

☰ **Raise Your Hand**

Need assistance with something?

Need assistance? Not sure who to contact? Complete the form below to get started. We will get you connected to the right resources and staff on campus to assist you.

* Type of help needed

I need help in a course ▾

* Course

COLLEGE SUCCESS (INTG10501A202040) ▾

* Details

CANCEL   SUBMIT

Not sure what you need?

Use **My Success Network** to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting websites, and, if online scheduling is enabled, a link to schedule an appointment.

Faculty, staff and services with a direct connection to you will be displayed at the top of the page under "Your Connections" And "Your Services"

Still not seeing what you need?

The Service Directory is searchable using key words or names to find and connect with resources – type what you are looking for into the Search serivces and people line at the top of the page. You can also click on the OTHER SERVICES button at the bottom of the page to see an expanded list of services for the campus.

Contact Information & Scheduling Appointments

You can look up contact information for faculty/staff using The HIVE. Click on faculty/staff name in the "Your Connections" or search by last name in the search bar. You can find photos, phone numbers and emails in faculty/staff profiles. For those who have enabled online scheduling you can set up appointments online. Look for the blue scheduling button to find available times to schedule an appointment.

What are Flags, High Fives and Referrals? What are they for?

There are a few types of alerts known as tracking items in The HIVE, flags, high fives and referrals. Flags are raised by instructors with they have a concern with a student's progression or behavior within the course. High fives are raised by when someone wants to send praise to a student. A referral is made with the intention of connecting a student to the right resource and the student then taking action to complete the referral. Often, the office the student has been referred to may also reply/reach out with an invitation to the student to connect following receipt of a referral.

Students can use The HIVE to monitor their own progress in any credit-bearing courses they are enrolled in. The HIVE also allows students to easily request help, receive follow-up, and schedule appointments to discuss any questions or concerns they may have.

How can I support the roll out of The HIVE?

- Encourage the students to respond to and act on feedback, alerts, referrals or messages they may receive.
- It is important to remember that any flags, high fives, or referrals received via The HIVE are simply notifications and do not indicate grades. If a student receives a flag or a referral, they are strongly encouraged to take the recommended action and to connect with the faculty or staff member that raised the flag or referral.
- The goal is to open up the lines of communication between students and the members of their support network so the student can find the tools needed to reach their academic goals.

Peer Leaders: Homepage & Profile

Your Homepage in The HIVE
The homepage will look different now that your are assigned a peer leader role such as a tutor, Career Ambassador, or FYX Peer Mentor (see image 1). You will upcoming appointments you have with students, recent changes, and the services to which you are connected. Depending on your role and the permissions you have in the system, you may also see a limited menu of tracking items that displays.

Image 1: The HIVE "Home" for Faculty/Staff/Peer Leader Dashboard
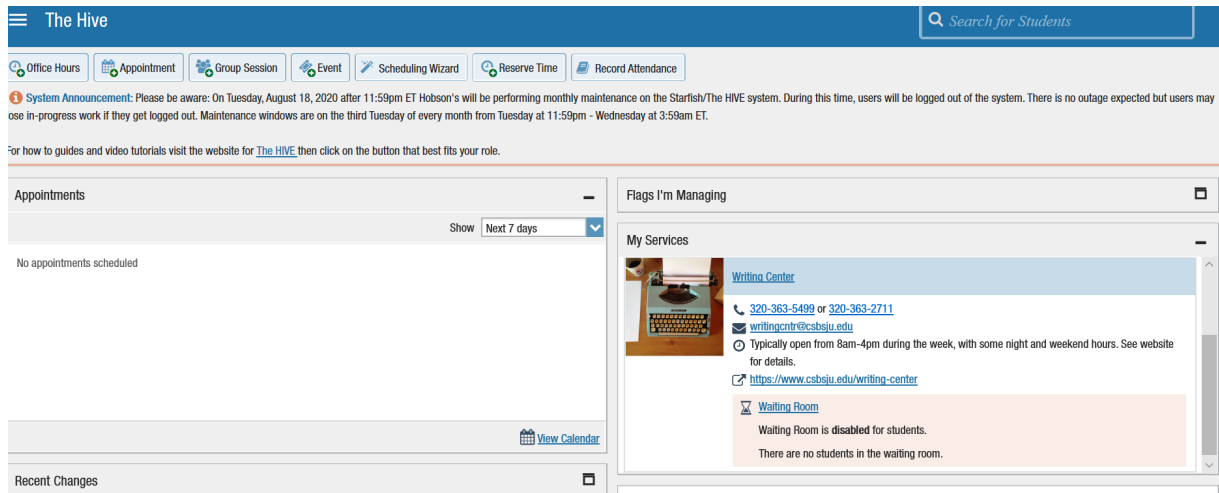
The Menu Icon
In the top left corner includes links to additional functions in The HIVE. As a peer leader you will see additional menu items on the left navigation bar compared with other students.

Updating Your Profile
In your role as a peer leader you as are asked to add additional information in your profile. Updating your profile, appointment, and email preferences is the first step all users should take in The HIVE, even if you have no plans to use other The HIVE functions. This information will be used by students to help them contact you by your preferred method and will allow you to allow you to manage the email you receive from The HIVE.

Institutional Profile
Your basic profile information is imported from Banner. This information can be includes your with a photo, CSBSJU email address, and telephone numbers. Students cannot edit this information.

Save Your Changes as you go:
After making updates to any settings, make sure to click the Submit button before you go to the next tab. Note that you must click Submit for each individual tab within the profile. You may have to scroll to the right to find it depending on your browser and screen size. You will find a Submit button at both the top and bottom of the page.

Use the General Overview to share basic biographical and contact details. Students will be able to see this information. For example: I am a tutor in the Writing Center and have been part of this team for two years. I can help students with _____. Do not share personal details here keep information professional and relevant to your role as a Peer Leader.

1. Click the menu icon in the top left corner.

2. Click your name.

3. Select Institutional Profile.

4. Review your contact information. If you find an error contact the Registrar to update your records in Banner.

5. Select the Time Zone.

6. Add information to the General Overview and/or the My Biography sections.

7. Click Submit.

Appointment Preferences

If you will be taking appointments in your role you need to update the Appointment Preferences section of your profile.

1. Review and set up scheduling deadlines as instructed by your supervisor or program advisor. Save by clicking submit.

2. Meeting 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 this location that will 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 at the front desk 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. You can include direct links to Zoom Meeting Rooms as well. For more information see also: Setting Up a Zoom Location for Office Hours

Email Notifications

By default, The HIVE will send you email notifications about appointments. You can change your notification settings here.
1. Click the menu icon in the top left corner.

2. Click your name.

3. Select Email Notifications.

4. Under Summary Emails, select "Daily at" and then your time preference. This will allow you to get a summary email daily on all appointments you have with students.

5. Click the Submit button at the top or bottom of the page to save your updates.

Important! Any information you have access to in The HIVE as part of your role as a Peer Leader on campus is strictly confidential. You may not use The HIVE outside of work hours or work purposes to find/review any information for another student. This includes but not limited to accessing notes, phone numbers, emails or photos of another student for non-work purposes. Violation of this policy may result in disciplinary action including potential loss of position as a peer leader.