While there are many ways The Hive can be used, there are three areas within The Hive that the faculty are being asked to use by Academic Affairs. The data we can collect if all faculty participate, can help us to understand and refine our efforts in support of student success as shaped by best practices at CSB/SJU.

We have developed a scaffolded approach to training in The Hive, Level I- The Basics will offer the knowledge and training needed to achieve the expectations set forth by the Academic Dean, JFA Chair, and Dean of the Faculty in December 2019:

- Documenting interactions and communications.
- Track attendance (in person or engagement in distance settings) and raise alerts when students have ongoing absences.
- Progress Surveys enable faculty to provide feedback for several students at once during key points in the semester.

The Hive Basics offers asynchronous video and written tools complimented by synchronous lab and/or Q and A time in July and August. The videos and written guides intended to complement each other and provide you the format you prefer as a learner.

- **Getting Started** – To get started and set up in The Hive you need to do three things: 1) Set up your Institutional Profile with your contact information, your department, and your connection to students on our campuses. 2) Set up your Appointment Preferences, please do this regardless of your plans to allow online scheduling via The Hive as you need to have locations set up to record appointments and meetings with students. And 3) refine your settings for Email Notifications, this allows you to manage when and how you receive calendar notices, share your busy time from/with outlook (if using online scheduling), and how you are notified about flags or other alerts.
  - [Video Tutorial - Setting up Your Profile](8 min 43 sec)
  - [Written Guide](

- **Documenting Meetings and Interactions** – Record meetings using Appointments – Outcomes and SpeedNotes to document meetings as well as using Notes to document non meeting interactions with students.
  - [Video Tutorial - Two Minute Tip](2 min 25 sec)
  - [Written Guide](

- **Responding to Progress Surveys** – All faculty are asked to complete progress surveys periodically throughout the semester. Progress Surveys will prompt faculty to raise Alerts (raise a Flag or give High Fives)
  - [Video Tutorial - Filling Out Progress Surveys](3 min 53 sec)
  - [Written Guide](

- **Using The Hive to Communicate with Students and/or their Support Network**
  - [Video- Two Minute Tip](Communicating with Students and Their Support Network (2 min 21 sec)
  - [Written Guide](

- **Raising, Commenting On, and Clearing Alerts** – How to use flags and referrals to support students for whom you need to communication concerns. Use High Fives to recognize success or milestones in their educational journey.
  - [Video Tutorial – Commenting on and Clearing Alerts in the Hive](3 min 30 sec)
  - [Written Guide: Creating Alerts](
  - [Written Guide: Commenting On and Clearing Alerts](4 min 32 sec)

- **Documenting Attendance with The Hive** – Whether you wish to take attendance using the Attendance feature, or you choose instead to use Notes or Alerts to document communication with students in instances where attendance is a concern, there are multiple ways to document attendance- find the one that works with your style of teaching and instruction
  - [Written Guide: How to Take Attendance Using](
  - [Video Tutorial - Recording Attendance using The Hive](4 min 6 sec)
  - Also see information regarding [Notes](or [Raising Alerts] to record observations and communicate with the student when documenting concerns regarding their attendance.