The HIVE – Peer Leaders Guide

While - The HIVE can be used in many ways, staff members use specific tools and features to support students at CSB/SJU. This document highlights features which connect you to the tools used by staff members as well as a few resources you may want to guide students towards as they get familiar with The HIVE.

While some of these videos and written guides were written with faculty and staff in mind, as a student in a Peer Leader Role many of these instructions are relevant to your role as a tutor, First Year Mentor, Career Ambassador, etc. The combination of videos and written resources on this guide were intended to complement each other and provide you the format you prefer as a learner. Should you have any questions or need further assistance please reach out to Mary Beth Thompson, mbthompson@csbsju.edu, the Student Success System Administrator, for further assistance.

- **Introduction for Peer Leaders** – This document gives you an overview of THE HIVE and details about how to get your profile set up as a Peer Leader in The HIVE .
    - 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 – Documenting Meetings and Interactions (2 min 25 sec)
    - Written Guide

- **Raising Alerts – Depending on your role, you may be asked to use** High Fives to recognize success, utilization of resources or to congratulate students as they achieve milestones in their educational journey.
    - Written Guide: High Fives

- **Configuring Office Hours for Online Scheduling**
    - Written Guide
    - Video   (5 minutes)
    - Written Guide to Setting up Zoom Location for Office Hours

Additional Features to Know:

Direct Links to Scheduling, Services, and Profiles- Direct Links are used to take students straight to a profile page for services or faculty/staff members or directly to a scheduling page for an individual or service in The HIVE without the need to navigate through several layers of menus or features.

- You can also use the direct links feature to share your profile or scheduling link with others. For instance, you could place a link in your Outlook signature that takes students directly to online sign up for your office hours via The HIVE.
- Direct links can be inserted into messages from The HIVE, emails or on websites. For security and permissions reasons, users will still need to login in order to access the page they are being linked to.
- Shareable links for individual faculty or staff can be accessed by the individual user from their Institutional Profile. They can use those links in places such as Alert comments, email signatures, or on a directory page on a website.
    - Individual users may also make their links shareable by others by checking the "Make this link available" checkbox in the Services tab on my profile for other faculty/staff to copy.
- See video demonstration for more details.

My Success Network - The HIVE offers a searchable Service Directory which is available to faculty/staff and students. This serves as a one-stop menu of services for students.

- Service descriptions include detailed description of what each department does to support/serve students, contact information, location, links to department websites and resources, a directory with photos for members of that service.
- You can search by keywords for a service or by last name to find faculty/staff.
- Students will see links for scheduling online if enabled by that provider or service.

Group Meetings – Using The HIVE to support group meetings, study sessions and discussions
- The HIVE offers the ability for faculty/staff to set up group sessions for documenting meetings, study sessions or discussion groups via Zoom or to reserve a space in a lab or creative space.
- Students are able to sign up online and facilitators can manually add student to sessions as well.
- The facilitator can set the size limit for each group session.
- The facilitator can also give specific instructions for students regarding each session; these instructions are included with the meeting confirmation sent to each student when they sign up for a session.
- See Using The HIVE to Schedule/Manage Group Sessions for more specifics and instructions.

Record Attendance for Events - Event attendance is a feature that allows users to document student attendance at an event that is not captured as an individual meeting or group session in The HIVE.

Those whose roles have been granted permission can upload a list of attendees for an event and document outcomes and SpeedNotes related to the event. If you do not see the Event button on the Home Page or from Appointment you do have permission to record event attendance. Outcomes and SpeedNotes captured as part of documenting an event are visible on the Meetings tab of the student folder for each uploaded attendee.

To add an event, select the Appointments tab and click the add + Event button. This will bring up the Create Event wizard which will guide you through the four steps of adding your event:

- Enter Event Details
- Add Event Attendees (with a list of ID#s or usernames)
- Add Outcomes
- Add SpeedNotes

Student Features and Resources

Students will be receiving emails, seeing postings in halls and on the Bulletin Board App and FY students will be introduced to The HIVE in INTG105. But you can help reinforce the importance and usefulness of The HIVE when working with students. What can students use The HIVE for? Features of The HIVE for students include:
- **View service hours** for campus resources or office hours for faculty/staff and schedule appointments online .
- **Receive appointment reminders** for meetings booked via The HIVE.
- **Receive notifications: Flags, High Fives or Referrals** regarding academic performance and connecting students with resources.
- **Raise Their Hand/Request Help**: When students have a question about their class(es) or are unsure of where to go to get a question answered they can use the Raise Your Hand/Request Help feature and be connected to the corresponding service/resource.
- **Go to** https://www.csbsju.edu/the-hive/students for student focused written guides and video demonstrations.