The Hive – Staff Users Guide

While there are many ways The Hive can be used, there are specific tools and features that staff members working across campus should be familiar with to support students at CSB/SJU. This document highlights features which connect you to the tools used as a staff member as well as a few resources you may want to guide students towards as they get familiar with The HIVE.

The videos and written guides 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.

- **Getting Started** – To get started and set up in The Hive you need to do three things: 1) Update your Institutional Profile 2) Set up your Appointment Preferences, and 3) Refine your settings for Email Notifications
    - o Video Tutorial - Setting up Your Profile (8 min 43 sec)
    - o 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.
    - o Video Tutorial - Two Minute Tip – Documenting Meetings and Interactions (2 min 25 sec)
    - o Written Guide

- **Raising Alerts –** How to use flags and referrals to support students for whom you need to communicate concerns. Use High Fives to recognize success or milestones in their educational journey.
    - o Written Guide: Creating Alerts
    - o Video Tutorial: Creating Alerts with the Hive (3 min 30 sec)

- **Commenting on or Clearing Alerts:** There may be times where you did not raise an alert but are part of the support network for a student and so are included on the communications for the alert. If you have similar concerns or details/information to add which is relevant in support of the student, you may wish to add a comment to an existing alert.
    - o Written Guide: Commenting On and Clearing Alerts
    - o Video Tutorial: Commenting On and Clearing Alerts (4 min 32 sec)

- **Referrals - Connecting Students to Services on Campus**
    - o Written Guide
    - o Video see Creating Alerts (3 min 30 sec)

- **Managing the Student List - Using Filters and Views**
    - o Written Guide

- **Taking Action on Multiple Students and/or Using Select All**
    - o Written Guide

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

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

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.

- o 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.
- o 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.
- o 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.
- o See video demonstration for more details.

Services - The Hive offers a searchable Service Directory which is available to faculty/staff and students (in the student view this is called "My Success Network"). This serves as a one-stop menu of services for your students.

- o 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.
- o You can search by keywords for a service or by last name to find faculty/staff.
- o 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
- o 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.
- o Students are able to sign up online and facilitators can manually add student to sessions as well.
- o The facilitator can set the size limit for each group session.
- o 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.
- o See Using the Hive to Schedule/Manage Group Sessions for more specifics and instructions.

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? Many things including:
- **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