

Using the Hive to Create Connections and Community in Academic Settings



The goal of this session is to look at ways The Hive can help faculty connect students to resources whether they are present on campus, abroad, or in an online environment.

The Hive is meant to complement other tools such as Canvas and Zoom. When leveraged together these tools can create powerful ways to offer connections for group meetings, study sessions, and office hours, or other communication between students and faculty/staff.

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 instructors can manually add student to the session as well. The facilitator is able to: set the size limit for each group session; decide if attendees should all be from the same class section or if it's open to all; and choose whether students are able to see the names of others registered for a given 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 are added to/registered for a session. If a student does not attend a session, you have the option to mark them as a no show for that session if you wish to do so. When setting up group sessions that will occur via Zoom, and you have [set up your personal meeting room in Zoom as a location](#) in The Hive, you are able to select this as the location for the meeting and anyone who signs up will receive the Zoom link in their confirmation email. Setting up group meetings is very similar to setting up office hours. See [Using the Hive to Schedule/Manage Group Sessions](#) for more specifics and instructions.

Tutoring – Departments with peer tutors can also reach out to the Student Success System Administrator to explore creating Peer Tutor roles in The Hive which would allow for online signup for individual or group sessions with peer tutors in person or online via Zoom. Tutoring can be connected to a course via the course page in The Hive.

Student Engagement via Canvas – The Hive has the potential for raising a flag based on a student's inactivity in Canvas. The institutions are developing a flag which alerts instructors of inactivity after a set number of days in Canvas. Faculty can view active flags on the Student Page -Tracking Tab. The advantages of viewing this in the Hive vs Canvas is that you are able to easily identify those who have been inactive and may be in need of support. You can also view many students at once and filter the view based on your connection to those students (instructor or advisor). Faculty can then raise any additional flags should they feel are needed to reach out to the student and/or alert others in a student's support network – for example, they may wish to raise a "General Academic Concern" or other [academic flag](#).

Connecting with a Student's Support Network – There are times where you may wish to reach out to other members of a student's support network. The Hive can help you easily get in contact with instructors, faculty advisors, and other staff such as coaches or residential life staff who have a connected relationship to a student. Faculty have made use of this feature to connect with other faculty/staff in support of a student either to share brief details to contextualize why a student may be struggling, or to check in with faculty/staff to gauge if others are having similar concerns for a student. Use the "Network" tab to view contact information for those who are connected to a student. You can reach out to individuals or the group as a whole. See [Using the Hive to communicate with Students and/or their Support Network](#) for more specifics and instructions.

Progress Surveys - Instructors will be prompted to provide feedback for several students at once during key points in the term. Each survey may include multiple tracking items (Flags, High Fives, To-Do's, and/or Referrals) that are predetermined by administration for each survey. Instructors are asked to complete each progress survey and provide comments as needed for students in each of their course sections.

- Instructors are asked to raise alerts for students who would benefit from feedback via flags or alerts or who would benefit from a referral to services. For students for whom no action is needed, instructors can simply skip them and move to the next person. The system will assume there is "no feedback" if no alert is selected.
- Updates on department completion rates and response to progress surveys will be provided to the department chairs. Chairs are asked to encourage their department to complete surveys and raise items in support of students in their area and to communicate concerns in a consistent and clear manner between faculty, Academic Advising and Academic Affairs.

Outreach from Advising: From time to time instructors will be asked to respond to prompts from Academic Advising regarding (a) student(s) progress and participation in their academic endeavors. Academic Advising may raise an **“Academic Progress Inquiry”** which is a flag that sends communication to the Instructors/Faculty Advisors. Faculty are asked to share any observations or information they may have related to the students’ academic progress and well-being by logging into the Hive and [adding comments](#) to the Alert. Students are not included on the messaging for this particular flag.

Adding Comments to an Alert (flag/high five/referral) – 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.

- Once in The Hive navigate to Students-Tracking Items (from top left-hand menu).
- Next, search for the student referenced above. Now you can add your comments to the alert (also referred to as “Tracking Items”) by hovering over the flag icon for an alert and then clicking on the +comment button.
- Please click the box to send a response to the Flag Raiser should you wish for an email to be sent.
- When your comments are complete click submit. Your comments will remain connected to the tracking item on the student’s electronic file in The Hive.
- Full details and instructions with screen shots for adding comments to alerts can be found [here](#)

Social Flags: Beyond the Academic Flags which faculty are prompted to complete via Progress Surveys, there are Social Flags available for faculty/staff to use when they wish to communicate student wellness, behavior or social concerns. Social Flags are meant to raise awareness for concerns of a non-academic nature. The baseline social flag is the “Student Success Concern”; this flag may be used to address issues like homesickness, trouble connecting, roommate concerns that the student does not seem to be successfully navigating on their own. A “Sensitive Discreet Student Concern” could be used when raising concerns about changes in behavior or hygiene, suspected substance abuse or eating disorder, emotional distress, safety concerns, or other items where discretion is needed. For more information about how to raise a flag please see resources for [“Creating Alerts”](#).

Referrals - Use **“Referrals”** via The Hive to help students easily connect with campus resources and tools. When a **“Referral”** is created a message is sent to the student via Outlook, the referral displays on the student’s **“Dashboard”** in The Hive and the referral message is also copied to their **“Messages”** tab. The Hive Referral messages will include the raiser’s comments. The entity to whom the student is being referred (office or center) will also receive a copy of the referral message. A referral is made with the intention of connecting the student to the right resource; it’s expected that the student will then take action to complete the referral. Ideally, the office or center to which the student has been referred to may also reply/reach out with an invitation to the student to connect following receipt of a referral. For more information about how to raise a referral please see resources for [“Creating Alerts”](#).

Services

The Hive offers a Service Directory which is searchable and viewable by 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. 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, the ability to schedule with service members online and/or information about a specific service provider's availability. You can search by keywords for a service. Once you find the person or service you will be able to view their profile, including contact information, and students will see links for scheduling online if enabled by that provider.

Services may display to students based on roles and relationships

- Based on relationships to the team member Example Athletics – Relationship to coach
- Based on enrollment in a course or subject matter Example Math Center – those enrolled in MATH courses
- Membership in a specific group with defined relationships in system Example – ILEAD or First Gen
- All Students – Example – Academic Advising, Financial Aid

Options for Communicating with Multiple Students in One Step –

You can perform bulk actions when interacting with students from the “My Students” page. You can raise an alert, send a message/note, or give a high five to multiple students in one action. While you can use Canvas to send a message out to a particular course or section in bulk, The Hive offers the ability to send and document messages to students you work with such as advisees or all students for whom you are an instructor in the current term. You can filter your student list by your connection to students or by using

additional filters. Check the box in front of the names of the students you wish to contact, or use “Select All” if you wish to send a message to all students on a list. Your ability to use Select All is based on your role and relationship to each student, you can use this feature based on your role as an Instructor, Primary Faculty Advisor, or Secondary Faculty Advisor. See also [Communicating with Multiple Students in One Step](#) for full details.

For sending messages, we recommend using the “Notes” feature in The Hive. For more details on the Notes vs. Messages please see [Using the Hive to communicate with Students](#)

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. For example, you can copy and paste a direct link into an email message to students you want to encourage to visit the Writing Center. Once the student authenticates or signs in to The Hive, the Direct Link URL is maintained and the student is sent directly to the Writing Center service page, rather than being sent to the main landing page where they would then need to navigate to find the Writing Center Service Page. You can also use the direct link 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.

Find the shareable links for Services Areas (Advising, Writing Center, XPD, etc.) and Appointments in the Service Catalog.

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 department website. See [video demonstration](#) for more details.

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.