

## Guide for Recording Academic Referrals of Concern, Fall, 2016

### Navigation

- Log into HSU portal as usual
- Under Faculty/Staff Resources tab, Skyfactor Mapworks logo is live. If it doesn't work, try opening another tab and enter the url: <https://humboldt.skyfactor.com> (Clear your browsing history if Mapworks does not open)

### Recording a Referral for a student enrolled in a class OR an advisee

- Enter the name in the search box in the top right corner of the "Dashboard" page.
- The student's dashboard will appear.
- Create a referral from the Student Dashboard by clicking on the "Make a Referral" box
- The following pop-up window will appear (Allow-Pop ups if nothing happens)

The screenshot shows a pop-up window titled "Activity for Anderson, James". It has a sidebar on the left with "Contact", "Note", "Referral", "Appointment", and "Email". The main area has three dropdown menus: "Reason" (with "Select Reason" below), "Assign to" (with "Select Assignee" below), and "Interested Parties" (with "Select Interested ..." below). Below these is a text box for the referral with the placeholder "you may add comments here...". Underneath is a "Details" section with four checkboxes: "Issue discussed with student", "Issue may be revealed to student", "High priority concern", "Student indicated intent to leave", and "Notify Student of Referral". Below that is a "Sharing Options" section with three radio buttons: "Private" (with "Only you can see this."), "Public" (with "Any one who can see the student can see this."), and "Team" (with "Select one or more teams who you want to see this."). At the bottom are two buttons: "nevermind" and "Create a Referral".

This screenshot shows the same pop-up window but with data entered. The "Reason" dropdown is set to "Academic perform...", "Assign to" is "Coordinator, Central", and "Interested Parties" is "Overeem, Katlin". The "Referral" text box contains the text "Concern regarding first Botany Lab Quiz". The "Details" and "Sharing Options" sections are visible but not selected.

**Reason:** Select a Reason for the referral

**Assign to:** Select "Coordinator, Central" (no other names please)

**Narrative Box:** This is optional, and if comments are recorded, they must be general, non-judgmental, non-diagnostic and sensitive to privacy issues/concerns

**Details:** it is optional to select any of these; support personnel (advisors, RAMP mentors will see referrals)

**Select "Public" and "Create a Referral"**

Click "Create a Referral"

- When the referral is created, emails are sent to the Central Coordinator:

Hi Tracy,

Johnson, Matthew has assigned you a new referral in Mapworks. Please sign in to your account to view and take action on this referral.

Thank you.



This email confirmation is an auto-generated message. Replies to automated messages are not monitored.

## What happens next?

- If the student is assigned to support personnel (professional advisors, RAMP mentors), those individuals are notified by the Central Coordinator.
  - When a significant interaction has happened between the student and support personnel (usually a 1:1 in person meeting, and sometimes email exchanges) the referral is closed by the Central Coordinator and the author of the referral will get an email that the referral is closed.
- If the student is assigned a faculty advisor and no other support personnel, the RAMP Director will notify the faculty advisor. This notification offers the faculty the opportunity to contact the RAMP Director for additional information and support in addressing the concern raised by the referral.

This document is also posted on the Mapworks Help page. Accessing this page is easy! From the Faculty Dashboard, click on the “?” in the top right corner. This document and others will be visible and accessible.

Any questions?

Please contact Tracy Smith, NHE 212B, 826-5251, [ts7001@humboldt.edu](mailto:ts7001@humboldt.edu)