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)

  ![Referral Form]

  **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:

  ![Email Confirmation]

  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?

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