
Student Hub Phase Two and Referral Process Development Update

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Hello Everyone,

I'm sure many of you have been hearing about Phase Two of Student Hub and the new features currently under development. There are several capabilities we are exploring to help us maximize the value of the platform and improve our daily work processes.

To support this effort, UNM is working with an integration company called **IntraEdge**. They, with the help from the Provost's Office and IT, have assembled teams to gather use cases, develop workflows, and help design the structure of these new features. The teams represent several areas of student success across campus.

The project timeline is very aggressive, as we have contracted IntraEdge for only three months. During that time, they will work with the team to identify our needs, build examples of each capability, and train us to continue developing and maintaining them after their engagement ends.

The capabilities currently being explored include:

- **Early Alerts** - A proactive notification process that identifies students who may be at risk (academically, behaviorally, or through engagement signals) and alerts the appropriate staff member or advisor so timely outreach can occur.
- **Care Plans** - A structured care plan assigned to a student to support a specific need (e.g., new student onboarding, academic support, wellbeing) made up of tasks, milestones, or communications that are tracked over time and visible to the student.
- **Action Plans** - A specific, configured Action Plan template — including one automated communication and a notification to the assigner upon task completion — built to support a single prioritized use case and visible to the student on the Experience Site.
- **Referral Process** - A process that allows UNM staff to refer a student to another staff member or department for additional support, with visibility into the referral's status for those involved.
- **Pulse Checks** - A brief, recurring check-in (survey or prompt) sent to students to gauge wellbeing, engagement, or satisfaction, with responses routed for follow-up as needed.
- **Learner Watchlists** - A list-based view that allows advisors to monitor a defined group of students requiring ongoing attention, with relevant student information surfaced for quick review.
- **Goal Planning** - A process that allows a student — within a defined student type and department — to

set, track, and update progress against academic or personal goals.

The first capability being mapped out is the **Referral Process**. During the initial phase, referrals will be limited to **employee-to-unit** referrals. Students will not be able to submit referrals themselves, and faculty referrals are not part of the initial implementation.

The core development team met extensively with IntraEdge this week. At this stage, they need a comprehensive list of all units and staff who may serve as referral senders or receivers within the system. Today the core development team suggested a pilot that would limit the number of "receivers". Those representing Student Affairs approved Student Affairs offices be the initial receivers. The goal is for all users/units that are currently in Student Hub to have the ability to submit referrals. Eventually we hope that all units will be able to receive referrals. Until then a referral to an academic unit could manifest as an appointment.

What does this mean for you?

- Current Student Affairs units will appear as available referral recipients within the system.
- All units will be able to make referrals to other participating units.
- If development proceeds as planned, users who submit referrals will receive confirmation that the receiving party has accepted the referral.
- Eventually all units will send and receive referrals.
- If you are not a current unit in Student Hub, you will not be included.

At this point, I do not have a demonstration to share, as the functionality is still being built. We are hopeful that a working demonstration will be available within the next few weeks. When that happens, I will advocate for an opportunity for all of you to see the process in action.

Until then, thank you for your patience as I continue to provide updates on progress.

Best,
Steph



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