
Re: Student Hub Phase Two and Referral Process Development Update

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Hello Everyone,

I wanted to provide another update on the development of the Student Hub Phase Two Project.

As a reminder, this initiative is being developed as a "pilot" to test the work of the project. IntraEdge will be working closely with us not only to build the initial referral process but also to teach us how to expand and maintain it in the future. To make it manageable we have narrowed the initial group of referral-receiving offices to nine units. This smaller cohort will allow us to refine processes and build a good understanding before considering broader implementation.

The offices included in the initial cohort are:

- American Indian Student Services
- African American Student Services
- College Enrichment Program
- Asian Pacific Islander Resource Center
- Dean of Students Office
 - This office will be responsible for triaging referrals and passing them on to the Care Network as needed.
- El Centro de la Raza
- Transfer and Transition Student Center
- Accessibility Resource Center
- Office of Advising Strategies (at the request of our partners in SA)

For each participating office, all employees who are active in Student Hub will be added to that office's referral queue. This structure will allow referrals to be directed to a unit while providing staff members within that unit the flexibility to review and connect with students as appropriate. It is also my understanding that managers

will have the ability to assign referrals to specific staff members, regardless of whether those individuals are actively linked the referral queue.

Over the next one to two weeks, IntraEdge will be building the first version of this functionality. As milestones are reached, they will share progress updates and demonstrations with the development team so that we can continue refining the process and preparing for implementation. I look forward to providing additional updates and sharing examples as they become available.

If all goes well, we will start work on the next feature to be developed the week of the 27th.

Thank you for your continued support and engagement as we work through this process.

Best,
Steph

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