

How To Submit a Referral
Office of Student Engagement and Success – Murray State University
September 2017

Access your Mapworks account through the Teaching/Advising tab or the Employee tab of myGate.

Teaching/Advising Tab > Links Box > General section

General:
Mapworks

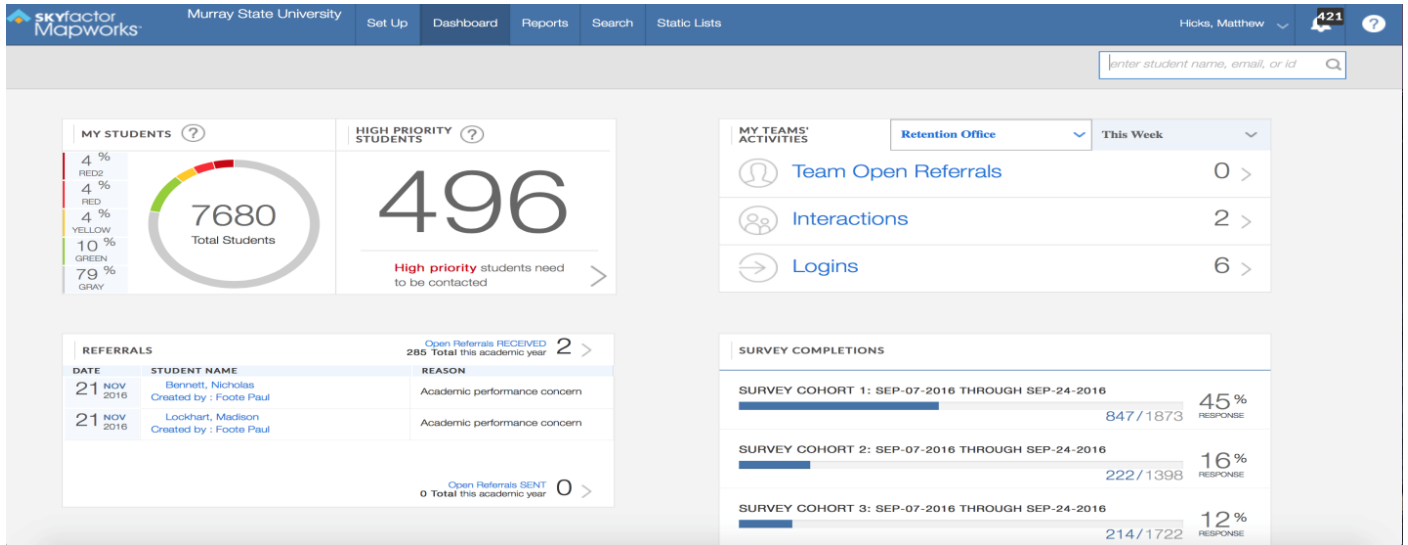
- Update Personal Information (SSB)
- Legal Downloading Resources
- FERPA Training
- Departmental Challenge
- Registrar's Office 5-Question Survey

Employee Tab > Bookmarks Plus section

Bookmarks Plus

- AIM Online Requesting (Contact F
- EcoTime
- Employment Information
- FERPA Training
- Forms
- Hiring Procedures
- Human Resources General Inform
- Legal Downloading Resources**
- Mapworks**
- MSU Benefits Information

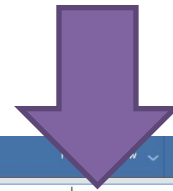
Click on the Mapworks link (in blue font). The following screen will open. This is called your dashboard.



Find and select a student through your dashboard screen.

Type in the student's name, M# or email in the box below the purple arrow.

Once you have typed in your student's information, click on their name that appears in the search box.



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MY STUDENTS 7680 Total Students

HIGH PRIORITY STUDENTS 496 High priority students need to be contacted

MY TEAMS' ACTIVITIES Retention Office

Team Open Referrals 0 >

Interactions 2 >

Logins 6 >

REFERRALS Open Referrals RECEIVED 285 Total this academic year 2 >

DATE	STUDENT NAME	REASON
21 NOV 2016	Bennett, Nicholas Created by : Foote Paul	Academic performance concern
21 NOV 2016	Lockhart, Madison Created by : Foote Paul	Academic performance concern

Open Referrals SENT 0 Total this academic year 0 >

SURVEY COMPLETIONS

SURVEY COHORT 1: SEP-07-2016 THROUGH SEP-24-2016 45% RESPONSE 847 / 1873

SURVEY COHORT 2: SEP-07-2016 THROUGH SEP-24-2016 16% RESPONSE 222 / 1398

SURVEY COHORT 3: SEP-07-2016 THROUGH SEP-24-2016 12% RESPONSE 214 / 1722

The student profile screen will open (see below). From this screen, you can create the referral for the student by clicking on the link, **Make a Referral**, (see below) on the student's homepage.

skyfactor Mapworks Murray State University Set Up Dashboard Reports Search Static Lists Hicks, Matthew 421 ?

Back enter student name, email, or id

Dashboard > Houston, Kaleb Print

Houston, Kaleb

ID :

EMAIL : khouston5@murraystat... PHONE : MOBILE PHONE :

RISK UPDATED: LAST VIEWED: 09/09/2016

Check-Up One: RESPONDED Launched on 9/7/16 Closes on : 9/24/16

Open Referrals 0 0 total referrals Make a Referral

Contacts 5 Log a Contact

Once you have clicked the Make a Referral link, the student referral screen will open (see below). From this screen, you will enter information and submit the referral.

1 - Blue Arrow - First, select the reason for the referral. This can be done by clicking on the “Select Reason” drop down box. A selection is required. See blue arrow in the top of the picture below.

2 - Pink Arrow - Secondly, select who you want the referral to be directed to by making a selection in the “Select Assignee” drop down box. If you are unsure who it needs to go to, you can send it to the central coordinator and the referral will be assigned the appropriate office/person. A selection is required. See the pink arrow in the picture below.

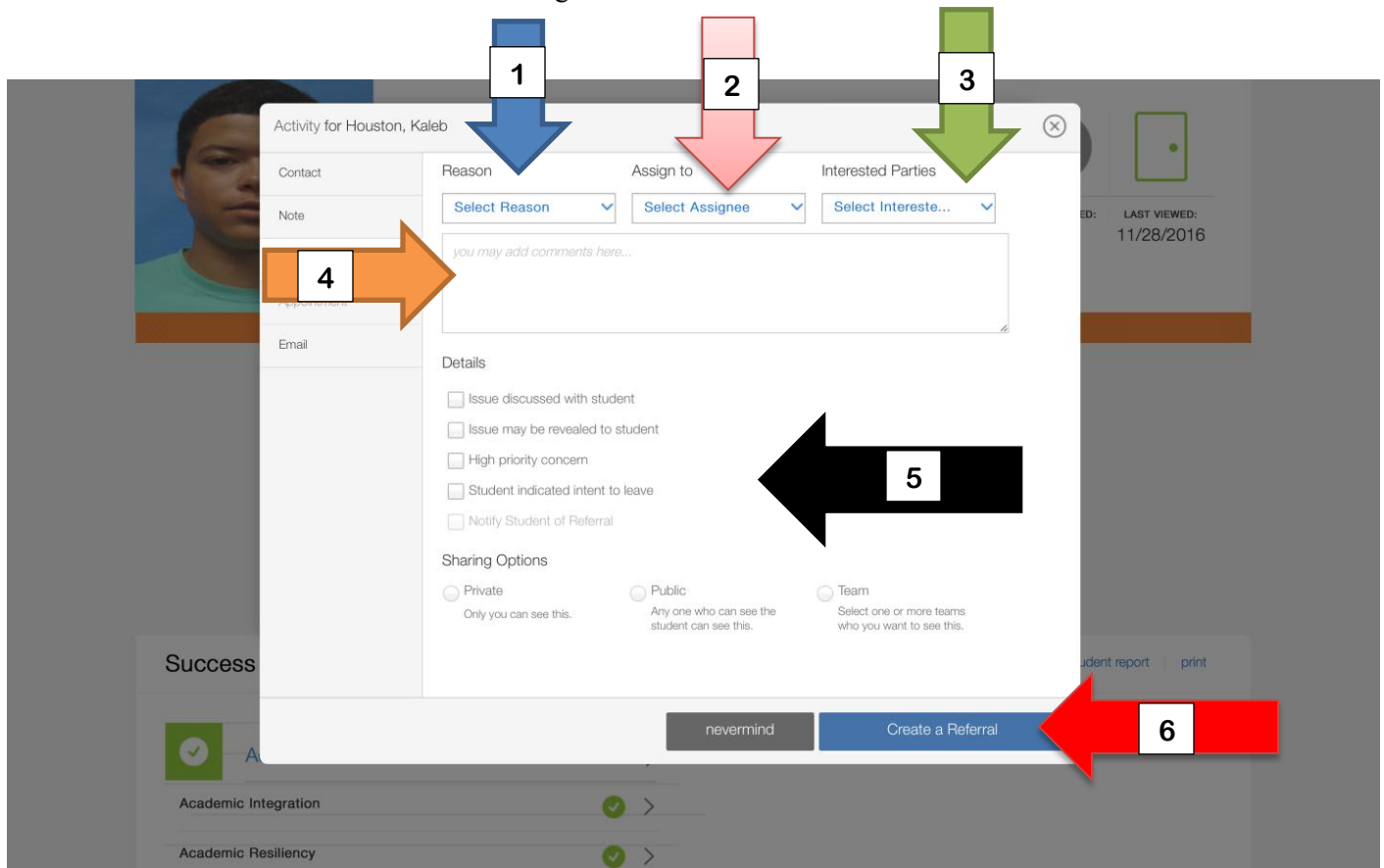
3 - Green Arrow – A third step is to select an interested party by clicking on the drop down box – See green arrow below. This is not required but it is another option for you.

4 - Orange Arrow - The next step is to enter information about why you are creating the referral by typing in text in the comment box – See orange arrow. You can enter in as much information or none at all, but detailed information helps the Office of Retention understand the issues and provide appropriate help for the student.

5 - Black Arrow - After you have entered in comments, you will want to enter in the details of the referral – See the black arrow. This will provide more information about the student and the referral.

- Details: Check the appropriate boxes.
- Sharing Options:
 - The public option allows viewing of the referral by all campus resources connected to the student (housing, advisor, instructors, etc.).
 - The private option will keep the referral viewable between you and the person you submitted the referral to.
 - Team option allows people in your office access to the information. Teams need to be set up ahead of time so please contact Matt Hicks if you wish to create a team.

6 - Red Arrow - The last step is to submit the referral. After you have entered in all of the above information, click “Create a Referral” below in the bottom right of the screen.



To learn more about viewing information, entering in a contact or referral, or emailing the student, review our training documents on these and other topics at www.murraystate.edu/success

If you have any further questions, please feel free to contact Matt Hicks (270-809-5344 or mhicks8@murraystate.edu). Thank you for helping with our retention efforts.