How to Resolve a Flag

When a concern raised through a flag has been addressed by student contact or outreach (successful or unsuccessful), advisors and/or faculty should clear the flag to “close the loop” for those who are monitoring the flag.

1. From the Starfish menu, click **Students**.
2. Click on the **Tracking** tab.
3. Click the check box to the left of the student’s name. You can check multiple students if the resolution is the same for all selected students.
4. Click the **Resolve** button.
5. Provide details of why the flag is being marked as cleared.
   a. Select a reason for clearing the flag.
      i. The flag may be marked as successfully addressed when the student met with or contacted the professor or advisor or when other outreach was successful.
      ii. The flag may be marked as unsuccessfully addressed when outreach has been attempted but the student did not respond.
b. Enter a comment, when appropriate.  
*Note:* If you selected multiple students, the same reason and comment will be added to the profiles of all selected students.

6. Advisors should check the box to send a message to the flag raiser to close the loop. Faculty will not see this option.

7. Click **Submit**.

*Note:* Unresolved flags will be auto cleared at the end of the term.

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