



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.

The screenshot shows the Starfish Tracking interface. At the top, there are two tabs: 'My Students' and 'Tracking', with 'Tracking' selected and circled in red. Below the tabs is a row of action buttons: 'Resolve' (circled in red), 'Comment', 'Assign', 'Success Plan', 'Send Message', and 'Download'. Below the buttons is a search bar labeled 'Student' with a 'Go' button and a 'View' dropdown set to 'Custom'. The main area is a table with columns for 'Student', 'Item Name', and 'Status'. The first row is selected, with a checkmark in the 'Student' column circled in red. The table contains the following data:

Student	Item Name	Status
<input checked="" type="checkbox"/> Waldo Wildcat W00001111	Attendance Concern	Active
<input type="checkbox"/> Donald Duck W00001123	Attendance Concern	Active
Context: Experimental Course (CJ-4810-20377)		
<input type="checkbox"/> Mickey Mouse W00001114	Missing/Late Assignments	Active
Context: Condition, Learn, Behavior Mod (PSY-3255-20504)		
<input type="checkbox"/> Mickey Wildcat W00001111	Attendance Concern	Active
Context: Foundations of College Success (UNIV-1105-22897)		

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**.

Clear flag for Waldo Wildcat

[Show flag details](#)

Select a reason for clearing this flag: *

The concern was successfully addressed

The concern was not successfully addressed

The concern is no longer relevant

The flag was raised by mistake

I don't have enough information

Add a comment:

Provide some more details about why you're clearing this flag.

Send a message to Flag Raiser to close the loop

To Flag Raiser [Copy my comment](#)

Type a message for Flag Raiser about clearing this flag.

* Required fields

Never Mind Submit

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

Updated 6/14/2018