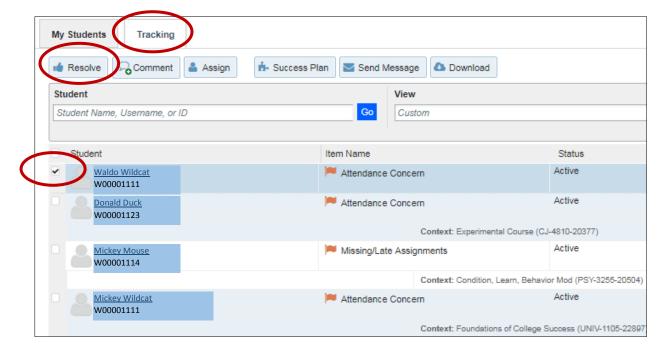


## How to Resolve a Flag

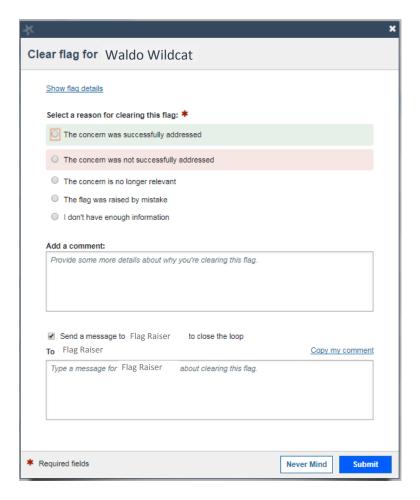
When a concern raised through a flag has been addressed by student contact or outreach (successful or unsuccessful), advisors and/or faculty should clear the flag to "close the loop" for those who are monitoring the flag.

- 1. From the Starfish menu, click Students.
- 2. Click on the **Tracking** tab.
- 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.

Updated 6/14/2018