

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 homepage, click on the 'Hamburger Menu".



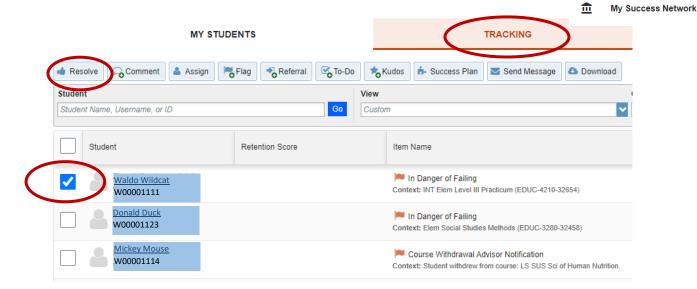
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Home

Appointments

Students

- 2. Click on the **Students** tab.
- 3. Select the **Tracking** tab to manage tracking items.
- 4. 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.
- 5. Click the **Resolve** button.



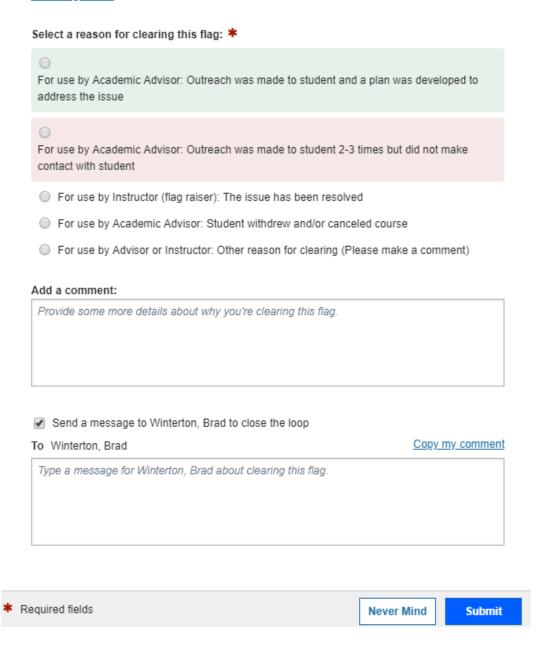
- 6. Provide details of why the flag is being marked as cleared.
 - a. Select a reason for clearing the flag.
 - i. The flag may be marked as successfully addressed when the student met with or contacted the professor or advisor or when other outreach was successful.
 - ii. The flag may be marked as 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.

- 7. Advisors should check the box to send a message to the flag raiser to close the loop. Faculty will not see this option.
- 8. Click Submit.

Show flag details



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