



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’**.
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.



Daniel Jensen

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MY STUDENTS **TRACKING**

Resolve Comment Assign Flag Referral To-Do Kudos Success Plan Send Message Download

Student: [Search] View: Custom

<input type="checkbox"/>	Student	Retention Score	Item Name
<input checked="" type="checkbox"/>	Waldo Wildcat W00001111		In Danger of Failing Context: INT Elem Level III Practicum (EDUC-4210-32654)
<input type="checkbox"/>	Donald Duck W00001123		In Danger of Failing Context: Elem Social Studies Methods (EDUC-3280-32458)
<input type="checkbox"/>	Mickey Mouse W00001114		Course Withdrawal Advisor Notification Context: Student withdrew from course: LS SUS Sci of Human Nutrition.

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](#)

Select a reason for clearing this flag: *

For use by Academic Advisor: Outreach was made to student and a plan was developed to address the issue

For use by Academic Advisor: Outreach was made to student 2-3 times but did not make contact with student

For use by Instructor (flag raiser): The issue has been resolved

For use by Academic Advisor: Student withdrew and/or canceled course

For use by Advisor or Instructor: Other reason for clearing (Please make a comment)

Add a comment:

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

Send a message to Winterton, Brad to close the loop

To Winterton, Brad

[Copy my comment](#)

Type a message for Winterton, Brad about clearing this flag.

* Required fields

Never Mind

Submit

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