

# Starfish Guide:

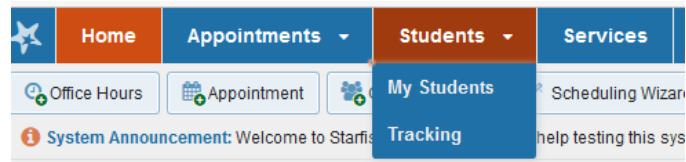
## Commenting On and Clearing Flags

### Commenting on Flags

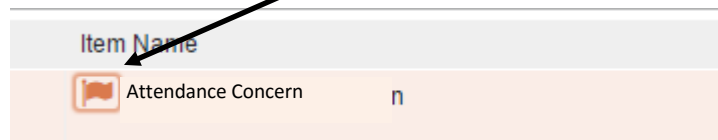
Faculty and staff have the option to **add comments** to flags that have been raised on students. Information appropriate for a comment includes updates about the student's performance in the course, attempts to reach out to a student, a recap of a meeting with a student about the flag and/or any additional information related to the flag.

#### How to Comment on a Flag

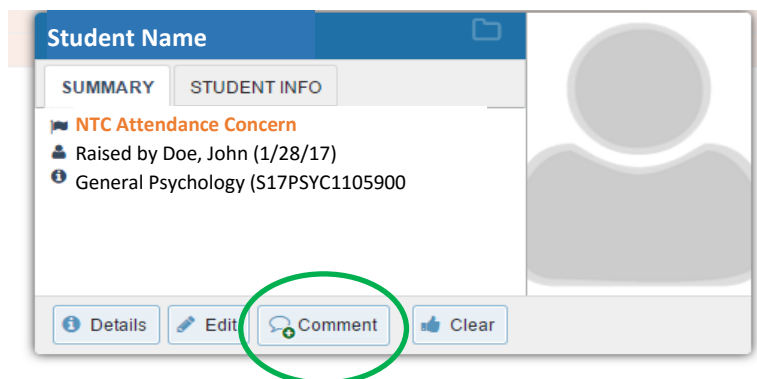
1. Access Starfish
2. Click the arrow next to **Students** in the top navigation
3. Select the **Tracking** tab



4. Search by **Student** or your **Connection** to the student. When you find the student,
  - Hover your cursor over the flag icon by the alert you want to choose,

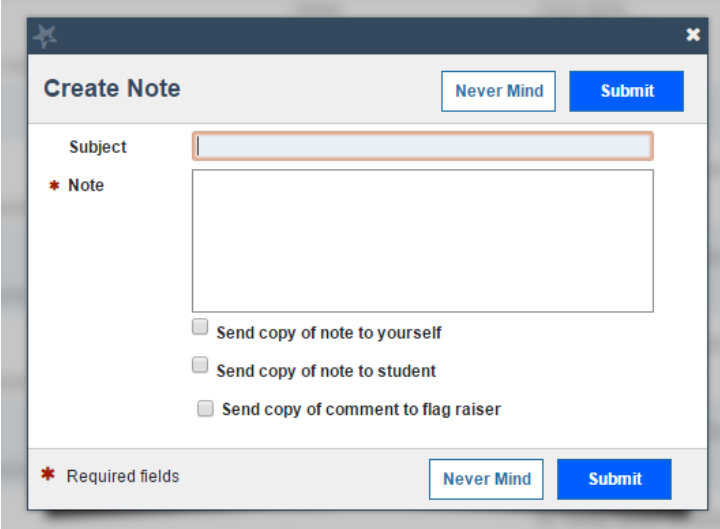


- The Flag Menu will appear



- Select **Comment** (Do not use the Edit Flag function)

The following box opens



5. Enter an appropriate subject and note
  - Should be clear, supportive, and specific to the alert
  - Include the facts, but avoid evaluative language
6. **Check the appropriate box(es)** to indicate who should be copied on the communication (communication will be emailed directly to those indicated)
7. Click **Submit** and the comment will be added to the flag and emails will be sent to those selected

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### Clearing Flags

Faculty have the option to clear any flag.

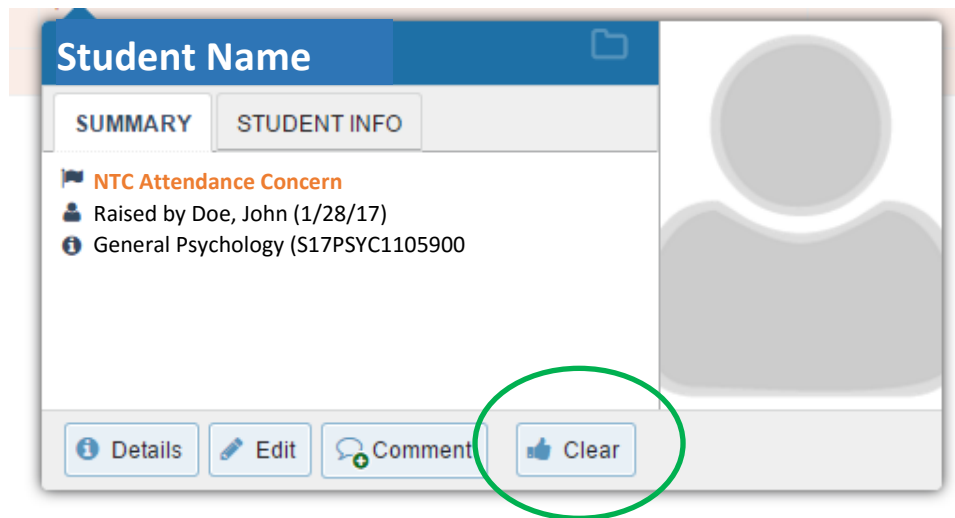
Clearing a flag may happen when:

- The student discusses matter with flag raiser or flag handler and has a plan to get back on track.
- After several attempts to contact the student result in no contact with the student.
- The student withdraws from the class.

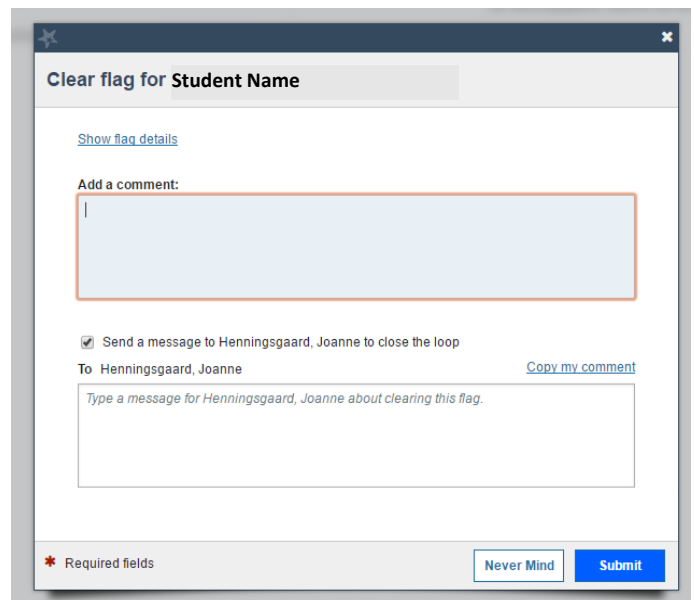
## How to Clear a Flag

From your Starfish homepage, click the **Students** drop-down arrow in the top navigation

1. Select the **Tracking** tab
2. Search by **Student** or your **Connection** to the student
3. Hover your cursor over the flag icon by the alert you want to close, the Flag Menu will appear
4. Select **Clear Flag** (Do not use the Edit Flag function)



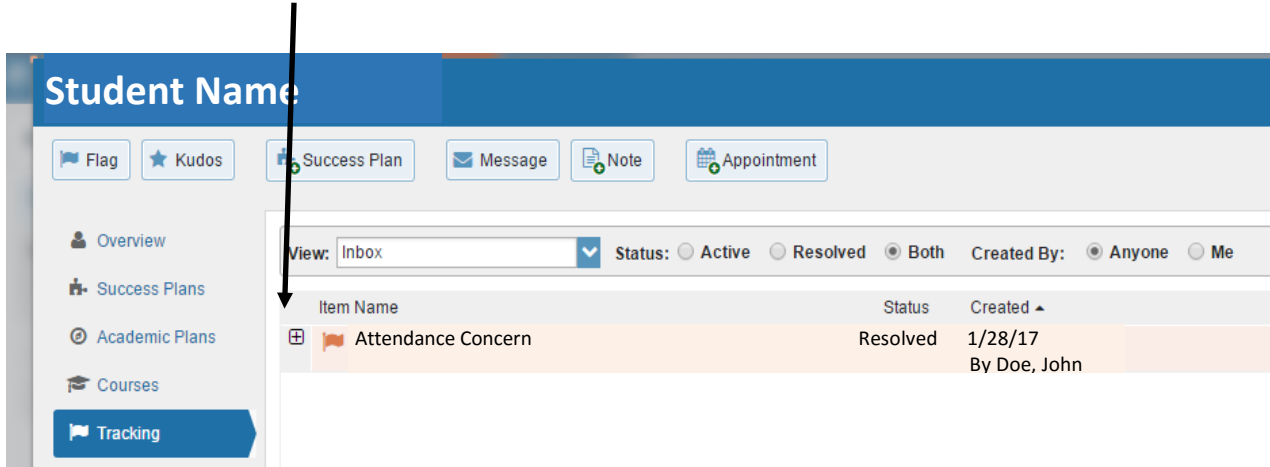
5. Enter appropriate comments
  - Indicate reasons you are clearing the flag to document contact with student
  - Comments should be clear, supportive, and specific to the alert
  - Include facts, but avoid evaluative language
6. Check the box to send a message to the flag raiser (if you did not raise the flag) and enter an appropriate message to the flag raiser about closing the loop

A screenshot of a form titled "Clear flag for Student Name". The form has a "Show flag details" link. Below that is a text area labeled "Add a comment:". There is a checkbox labeled "Send a message to Henningsgaard, Joanne to close the loop" which is checked. Below the checkbox is a text area labeled "To Henningsgaard, Joanne" with a "Copy my comment" link. At the bottom of the form, there is a text area labeled "Type a message for Henningsgaard, Joanne about clearing this flag." and a "Required fields" label. At the bottom right, there are two buttons: "Never Mind" and "Submit".

7. Click **Submit**, the flag will now show as resolved


## How to View the Activity on a Flag

1. Find the student whose flag activity you want to view
2. Click the plus (+) sign next to the flag icon



The screenshot shows a student profile page for "Student Name". At the top, there are navigation buttons: Flag, Kudos, Success Plan, Message, Note, and Appointment. Below these is a sidebar with navigation options: Overview, Success Plans, Academic Plans, Courses, and Tracking. The main content area shows a "View: Inbox" dropdown, "Status" filters (Active, Resolved, Both), and "Created By" filters (Anyone, Me). A table lists items, with one item highlighted: "Attendance Concern" (Status: Resolved, Created: 1/28/17, By: Doe, John). A plus sign next to the flag icon in the table is highlighted by an arrow.

This lists the journal of activity on the flag.

Item Name	Status	Created	Due	Assignee
 Attendance concern	Resolved	12-01-2016 by Rickers, Sue		Steggall, Kelli
<b>Journal</b>				
12-01-2016 Wolf, Linda	<b>Assigned to Steggall, Kelli</b> this is a test of the flag assignment process			
12-01-2016 Rickers, Sue	<b>Raise Comment</b> chelsey has missed 3 classes in a row			
12-02-2016 Steggall, Kelli	<b>Outreach Effort</b> Spoke with Chelsey about attendance. She had family matters, and will contact Sue Rickers about missed classes.			
Today Steggall, Kelli	<b>Flag Cleared</b> Comment: Chelsey reports she attended all of the remaining class sessions for the semester.			