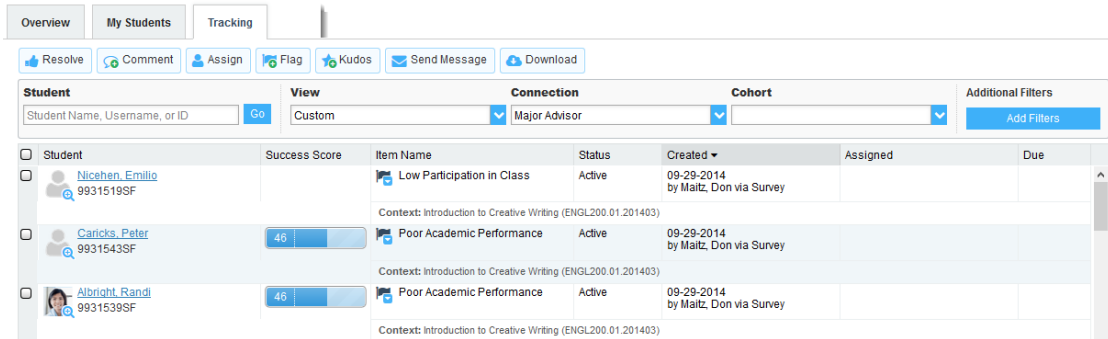


## Where can I find information about flags raised on my students?

The **Tracking** tab within the **Students** area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example you can filter to your role as advisor vs. your role as instructor, or as an instructor to one of your specific course sections.

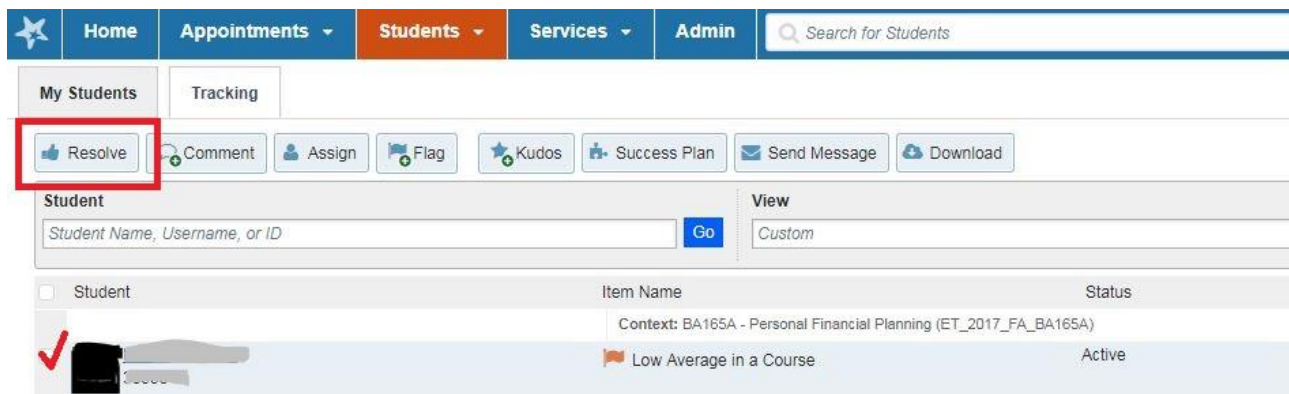


The screenshot shows the 'Tracking' tab in the Starfish interface. At the top, there are navigation tabs for 'Overview', 'My Students', and 'Tracking'. Below these are action buttons: 'Resolve', 'Comment', 'Assign', 'Flag', 'Kudos', 'Send Message', and 'Download'. A filter section includes 'Student' (with a search box and 'Go' button), 'View' (set to 'Custom'), 'Connection' (set to 'Major Advisor'), and 'Cohort'. A table lists flags with columns for 'Student', 'Success Score', 'Item Name', 'Status', 'Created', 'Assigned', and 'Due'. Three flags are visible: 'Low Participation in Class' for Nichean, Emilio; 'Poor Academic Performance' for Canicks, Peter; and 'Poor Academic Performance' for Albright, Randi. Each flag entry includes a 'Context' link.

## Your advisee received a Flag or Early Warning, now what?

After connecting with a student about supports on campus, the instructor, advisor, or support staff can “close the loop”. This is recommended as a way to let other members of the college community know that this flag was addressed. To close the loop follow the instructions below:

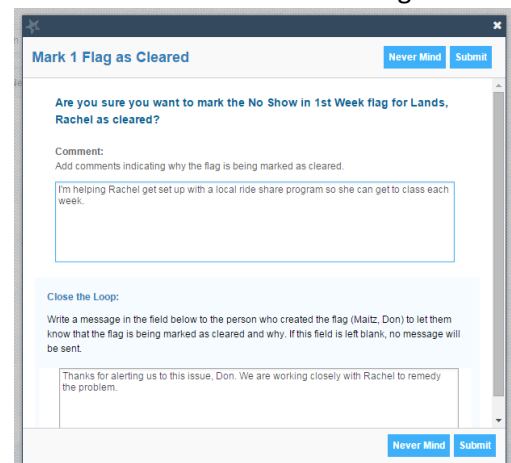
1. Visit the **Tracking** tab on the **Students** page of Starfish
2. Select the box next to the student’s name and then click “**Resolve**” from the top menu.



The screenshot shows the top navigation bar with 'Home', 'Appointments', 'Students', 'Services', and 'Admin'. Below is the 'My Students' and 'Tracking' section. The 'Resolve' button is highlighted with a red box. Below the navigation are search and filter options, and a table with columns for 'Student', 'Item Name', and 'Status'. A flag for 'Low Average in a Course' is visible, with a red checkmark next to the student's name.

3. You may enter Comments when clearing the flag and have the option to send the comments and flag closure information to the flag raiser.
4. Click Submit.

For Questions or Concerns:  
[starfish@etown.edu](mailto:starfish@etown.edu) or call 717-361-1415



The screenshot shows a dialog box titled 'Mark 1 Flag as Cleared'. It contains a confirmation question: 'Are you sure you want to mark the No Show in 1st Week flag for Lands, Rachel as cleared?'. Below this is a 'Comment:' field with a text area containing the text: 'I'm helping Rachel get set up with a local ride share program so she can get to class each week.' There is also a 'Close the Loop:' section with a text area containing: 'Thanks for alerting us to this issue, Don. We are working closely with Rachel to remedy the problem.' At the bottom right, there are 'Never Mind' and 'Submit' buttons.