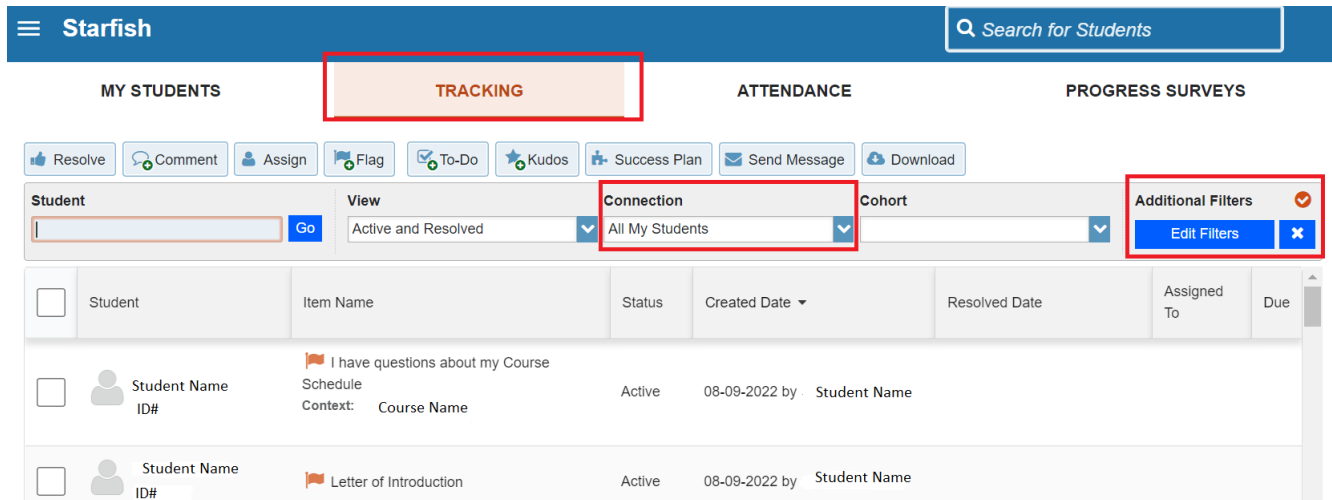# SGPS STARFISH SPOTLIGHT

How to Close the Loop

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 **Connections** drop down or the **Edit Filters** to filter your list based on your connection to the students or to see certain flags. *For example you can filter to your role as SGPS Program Director vs. your role as Instructor.*
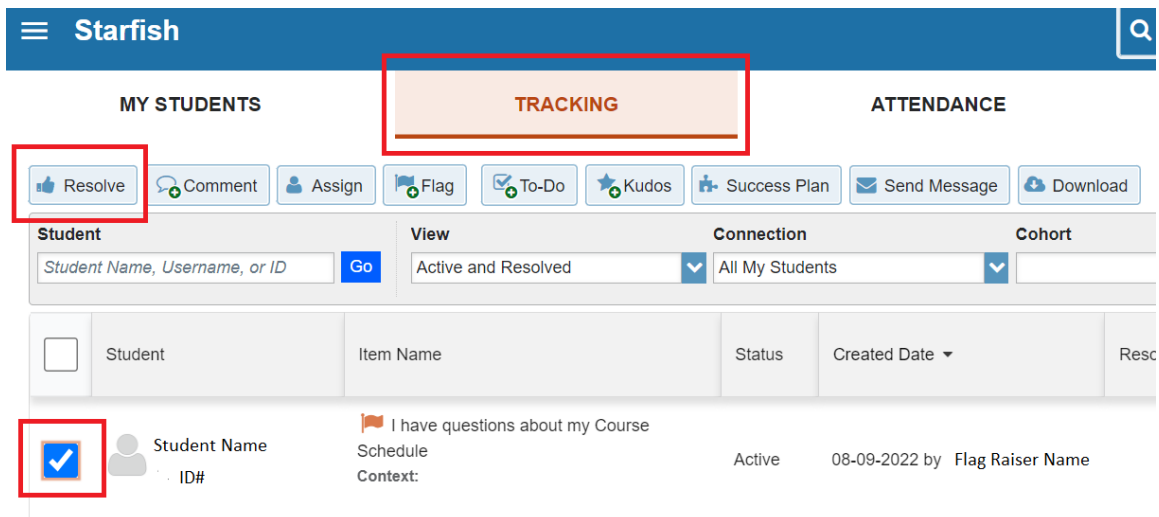
How to Resolve a flag raised by you or another Instructor

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.

Select a reason for clearing this flag: *

⊙ The concern was successfully addressed

○ 3 attempts at contact were made but concern was not successfully addressed

○ The student is aware of the flag and services available to them.

Add a comment:

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

3. You'll then see a box pop up that includes some "quick close" options, you can select the reason most applicable to your reason for closing.
4. You may enter Comments when clearing the flag and have the option to send the comments and flag closure information to the flag raiser.
5. Click Submit.

For Questions or Concerns:
starfish@etown.edu or call 717-361-1415