

How do I clear a flag?

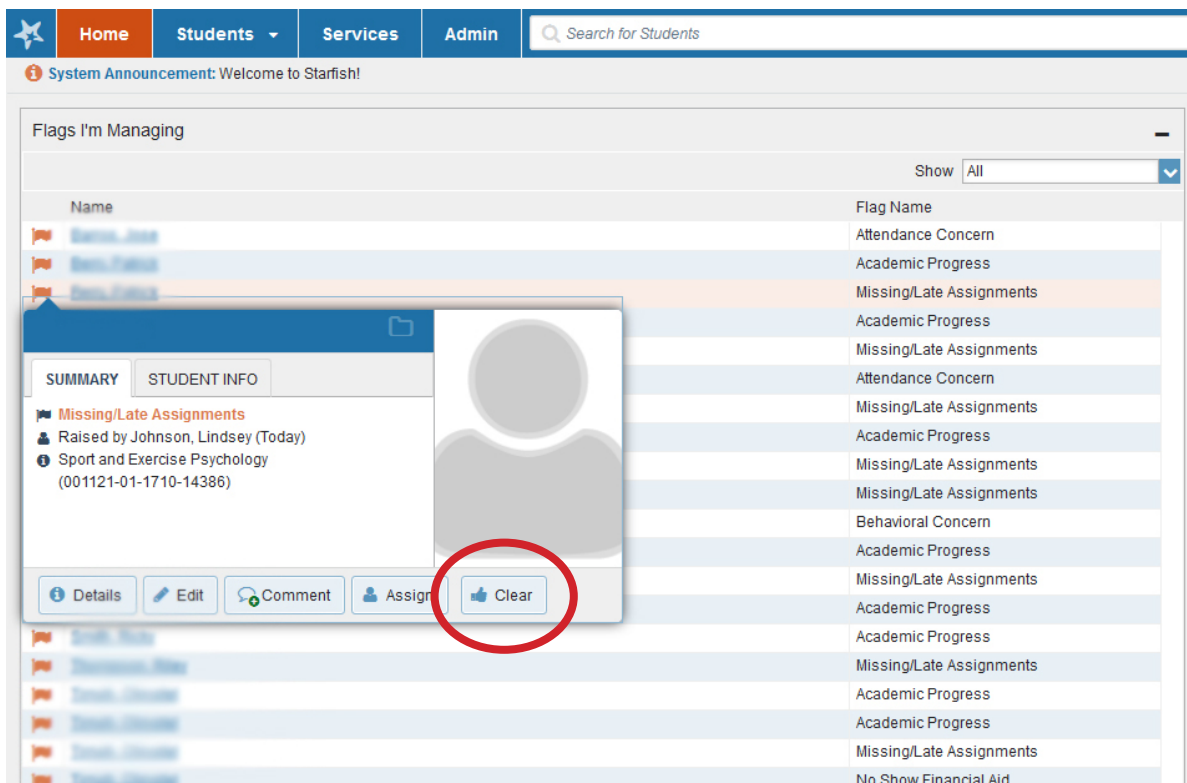
Clearing flags is an important part of establishing a complete and current student profile in Starfish. Having accurate and up-to-date information in Starfish allows advisors and other support providers to use Starfish to have informed discussions with students. Flags can be cleared by instructors, advisors and other support providers depending on the type of flag and the individual's relationship with the student.

Instructors are encouraged to clear flags when an issue they raised is resolved to their satisfaction. Advisors and other support providers can also clear flags if they have worked with a student to resolve the flagged issue.

Note: If an advisor or support provider has information to share but does not feel the flagged issue has been resolved, by selecting Add Comment, they can add context to the issue without clearing the flag.

There are a couple ways to clear a flag. One way is through the Flag Menu:

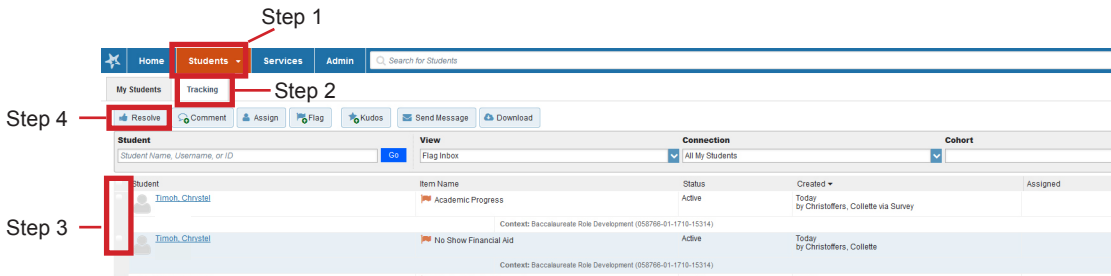
1. Whenever you see the Flag Menu icon in Starfish you can click the icon to open the Flag Menu and manage the flag.
2. In the Flag Menu, select Clear Flag.



The screenshot displays the Starfish user interface. At the top, there is a navigation bar with 'Home', 'Students', 'Services', and 'Admin' tabs, along with a search bar labeled 'Search for Students'. Below the navigation bar is a system announcement: 'System Announcement: Welcome to Starfish!'. The main content area is titled 'Flags I'm Managing' and features a table with columns for 'Name' and 'Flag Name'. The table lists various flags such as 'Attendance Concern', 'Academic Progress', and 'Missing/Late Assignments'. A modal window is open over one of the flags, showing a 'SUMMARY' tab with details like 'Missing/Late Assignments', 'Raised by Johnson, Lindsey (Today)', and 'Sport and Exercise Psychology (001121-01-1710-14386)'. At the bottom of the modal, there are buttons for 'Details', 'Edit', 'Comment', 'Assign', and 'Clear'. The 'Clear' button is highlighted with a red circle.

You can also clear flags through the Tracking screen.

1. Click on the Students link from the home screen
2. Click on the Tracking tab.
3. Click in the checkbox next to a student's name to select the flag to be cleared.
4. Select the Resolve icon in the action bar at the top of the page.



In the form that opens add a note indicating why you are clearing the flag and click Submit.

If you are not the original flag raiser, include a note in the Close the Loop box to notify the flag raiser by email that the flag has been cleared and why.

Flag: Missing Work (08-05-2013)

Mark 1 Flag as Cleared

Never Mind Submit

Are you sure you want to mark the Missing Work flag for Brown, Xaveria as cleared?

Comment:
Add comments indicating why the flag is being marked as cleared.

Close the Loop:
Write a message in the field below to the person who created the flag (Rote, Wendy) to let them know that the flag is being marked as cleared and why. If this field is left blank, no message will be sent.

Never Mind Submit

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