

## Adding and viewing comments in Starfish

Adding and viewing comments on flags is an important part of leveraging Starfish as a centralized communication tool to support student success.

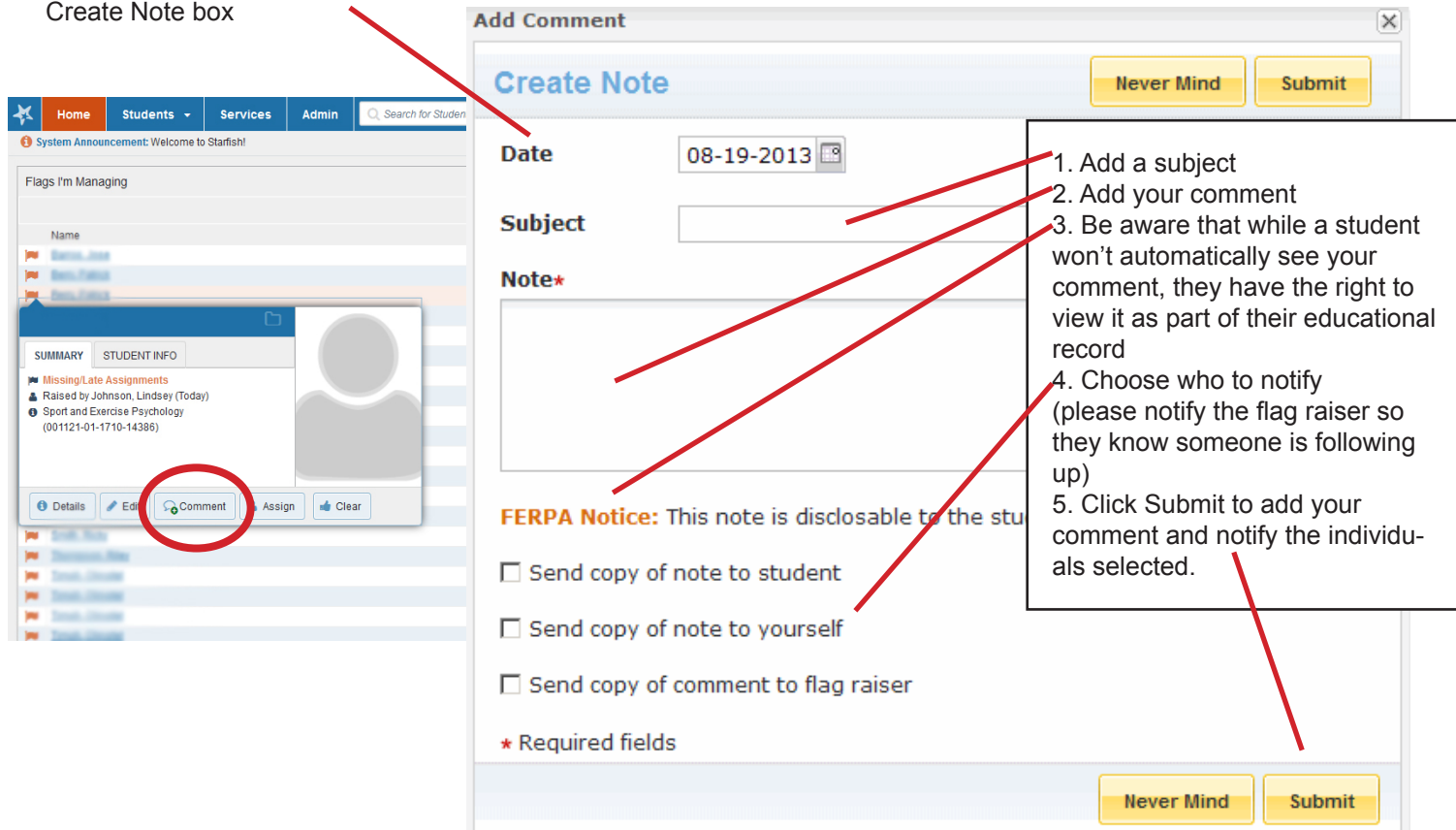
Whenever an advisor or support provider works with a student to address flags that have been raised, s/he is encouraged to post a comment to indicate the outreach that has taken place so the initial flag raiser knows action has been taken and so other support providers are not duplicating efforts. Instructors can also post comments to provide updates on flags or respond to comments from others.

Instructors, advisors and support providers are also encouraged to review comments in Starfish prior to meeting with students so they can use those details to have an informed discussion with the student.

### Adding a comment

Whenever you see the Flag Menu icon in Starfish you can click the icon to open the Flag Menu and manage the flag.

In the Flag Menu, select *Comment* to bring up the Create Note box



**Add Comment**

**Create Note** Never Mind Submit

**Date** 08-19-2013

**Subject**

**Note\***

**FERPA Notice:** This note is disclosable to the stu

Send copy of note to student

Send copy of note to yourself

Send copy of comment to flag raiser

\* Required fields

Never Mind Submit

1. Add a subject
2. Add your comment
3. Be aware that while a student won't automatically see your comment, they have the right to view it as part of their educational record
4. Choose who to notify (please notify the flag raiser so they know someone is following up)
5. Click Submit to add your comment and notify the individuals selected.

# Viewing a comment

Just like when you want to add a comment, you can view comments in the Flag Menu whenever you see the Flag Menu icon.

In the Flag Menu, select *Details* to bring up the Tracking Tab in the student's profile.

The screenshot shows a student profile page with a navigation bar at the top containing 'Home', 'Students', 'Services', and 'Admin'. Below the navigation bar is a search bar and a 'System Announcement: Welcome to Starfish!' message. The main content area is divided into two parts. On the left, the 'Flags I'm Managing' section lists several flags, with a 'Details' button circled in red. On the right, a detailed view of a flag is shown, including a 'Journal' section with a 'Raise Comment' and a list of flags with their status and creation dates.

Item Name	Status	Created
Academic Progress	Active	Today by Christoffers, Collette via Survey
<b>Journal</b>		
Today Christoffers, Collette		<b>Raise Comment</b> No participation in class since week 2
No Show Financial Aid	Active	Today by Christoffers, Collette
Missing/Late Assignments	Active	Today by Christoffers, Collette
Academic Progress	Active	Today by Christoffers, Collette
KUDOS	Active	Yesterday by Smith, Lonamalia via Survey
Academic Progress	Active	09-15-2016 by Christoffers, Collette
Academic Progress	Active	09-12-2016 by Christoffers, Collette

Click on the + symbol to view all comments associated with a flag.