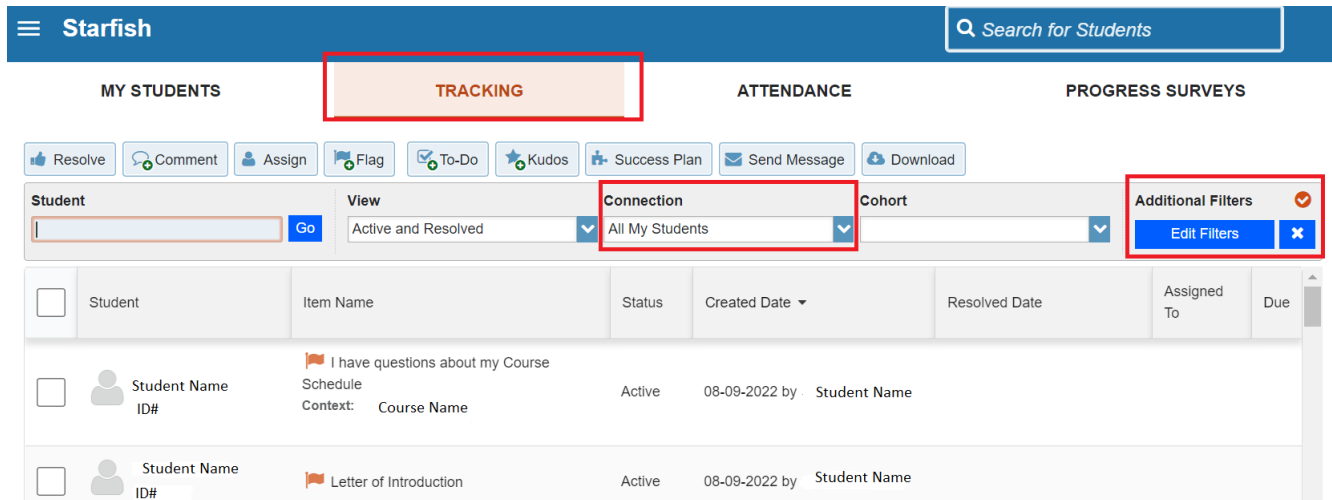


# SGPS STARFISH SPOTLIGHT

## 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.*



Starfish

MY STUDENTS **TRACKING** ATTENDANCE PROGRESS SURVEYS

Resolve Comment Assign Flag To-Do Kudos Success Plan Send Message Download

Student View Connection Cohort Additional Filters

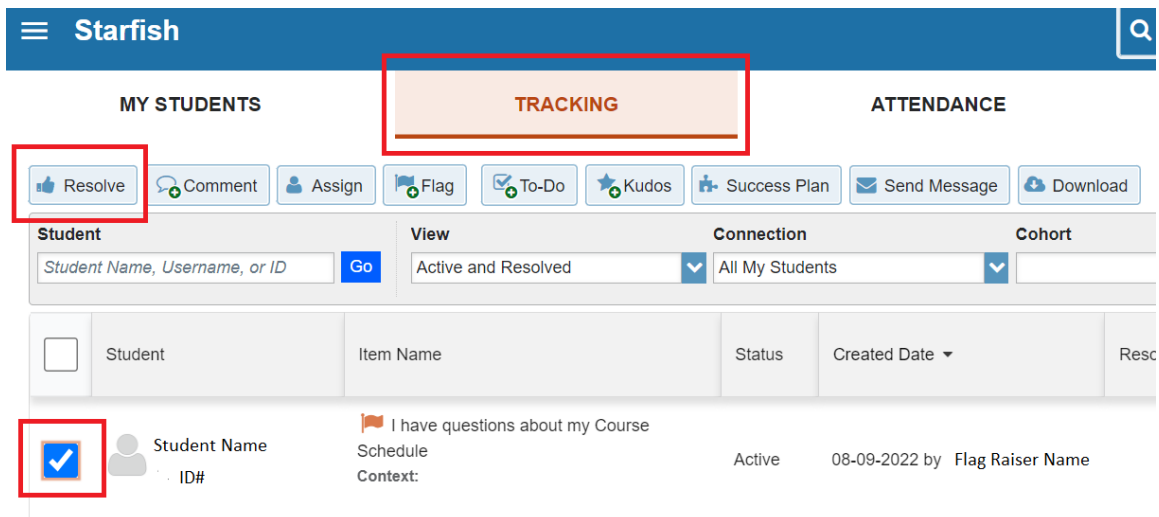
Student Name, Username, or ID# Go Active and Resolved All My Students Edit Filters

Student	Item Name	Status	Created Date	Resolved Date	Assigned To	Due
<input type="checkbox"/>	I have questions about my Course Schedule Context: Course Name	Active	08-09-2022 by Student Name			
<input type="checkbox"/>	Letter of Introduction	Active	08-09-2022 by Student Name			

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.



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MY STUDENTS **TRACKING** ATTENDANCE

Resolve Comment Assign Flag To-Do Kudos Success Plan Send Message Download

Student View Connection Cohort

Student Name, Username, or ID# Go Active and Resolved All My Students

Student	Item Name	Status	Created Date	Resolved Date
<input checked="" type="checkbox"/>	I have questions about my Course Schedule Context:	Active	08-09-2022 by Flag Raiser Name	

[Show flag details](#)

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