



Starfish Guide: Commenting On and Clearing Flags



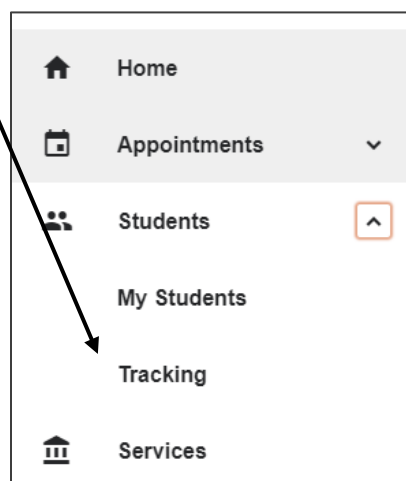
Commenting on Flags

Faculty have the option to **add comments** to flags they have raised on students. It is imperative that support personnel who are reaching out to flagged students add comments to the flag to document their outreach with the flagged student and then send a copy of their comments to the flag raiser. Information appropriate for a comment includes attempts to reach out to a student, a recap of a meeting with a student about the flag, or additional pertinent information.





How to Comment on a Flag to Document Outreach

1. Access Starfish via the MyBSU portal
2. Find your student in the Flags I'm Managing section of your Starfish homepage
3. Click on or hover your cursor over the flag icon by the alert you want to choose

You can also find Flags (and Kudos) by selecting Tracking from the Students menu



- Select **Comment**
Do not use the Edit button

Name	Flag Name
 Student, Jane	BSU Attendance Concern
 Doe, Jon	BSU In Danger of Failing
 Smith, Stanley	BSU In Danger of Failing
 Johnson, Jupiter	BSU In Danger of Failing

- the Flag Menu will appear

Create Note Never Mind Submit

Subject

* Note

Send copy of note to yourself

Send copy of note to student

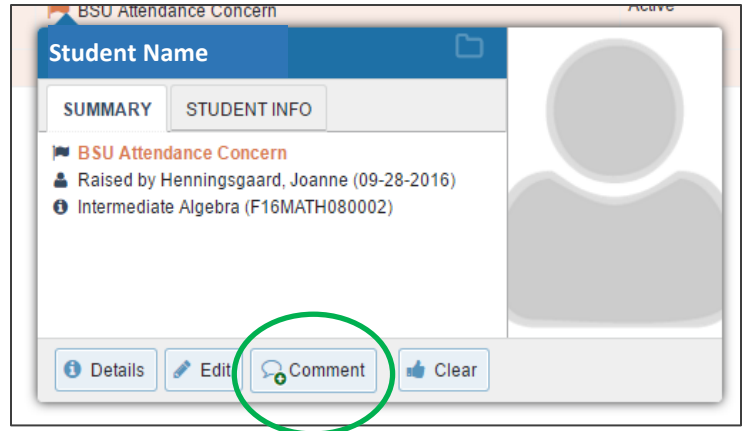
Send copy of comment to flag raiser

* Required fields Never Mind Submit

4. Enter an appropriate subject
(e.g. flag outreach or flag follow-up)
5. Enter a brief note documenting your outreach to the student

Use discretion in your comments

Do not include confidential, personal information you learn from the student when discussing the flag with the student.



6. **Check the appropriate box(es)** to indicate who should be copied on the communication (communication will be emailed directly to those indicated)

- Send a copy to yourself if you want an email message about your outreach

You can also view your comments in the flag journal.

- Use discretion when deciding whether to send your comments to the student

The student sees your comments only if you send them to the student.

- Support personnel should always send a copy of the comment to the flag raiser

This helps the flag raiser know who is trying to help the student, and they may provide additional information to aid your discussion with the student.

7. Click **Submit** - the comment is added to the flag and emails are sent to those selected

Clearing Flags

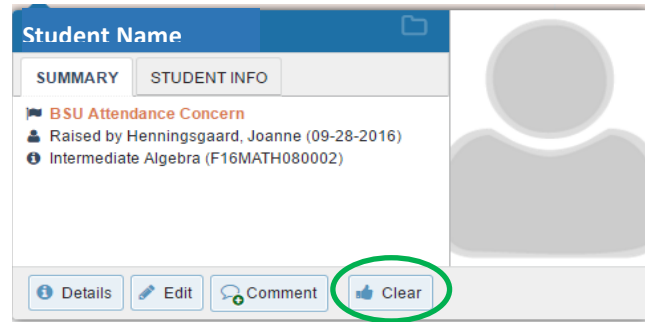
Faculty have the option to clear any flag they have raised, but are under no obligation to do so. Support personnel are asked to clear flags they are handling when they deem it is appropriate.

Clearing a flag may happen when:

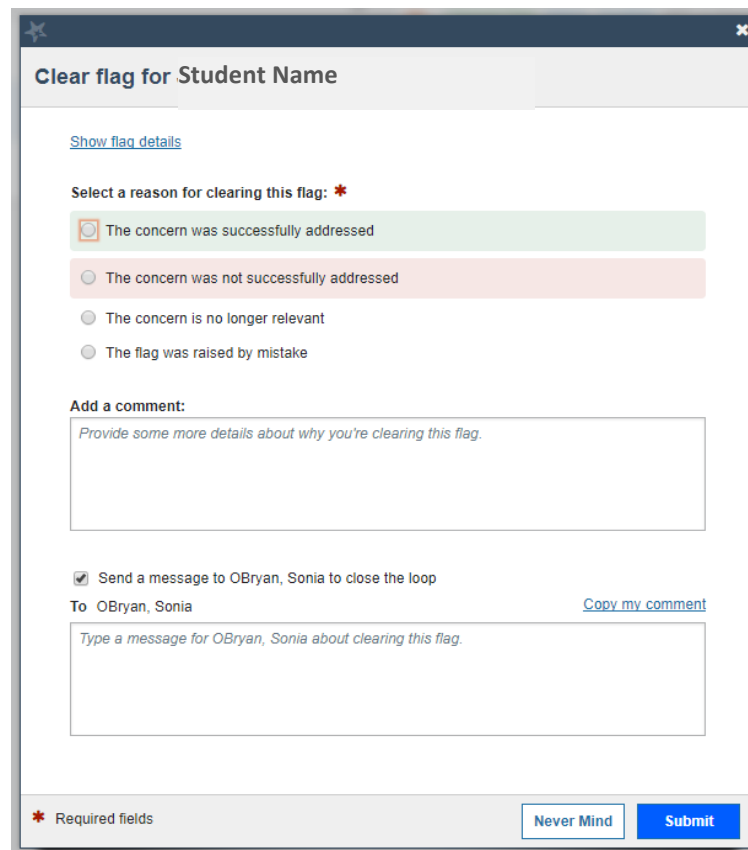
- You have had a discussion with the student about the flag
- After three attempts to reach the student over two weeks with no response
- The student withdraws from the class
- The flag was raised by mistake

How to Clear a Flag

1. Click on or hover your cursor over the flag icon by the alert you want to choose
2. Select **Clear** (Do not use the Edit button)



The following box opens

A screenshot of a dialog box titled 'Clear flag for Student Name'. At the top left, there is a link 'Show flag details'. Below that, it says 'Select a reason for clearing this flag: *'. There are four radio button options: 'The concern was successfully addressed' (which is selected and highlighted in green), 'The concern was not successfully addressed' (highlighted in red), 'The concern is no longer relevant', and 'The flag was raised by mistake'. Below the radio buttons is a text area labeled 'Add a comment:' with the placeholder text 'Provide some more details about why you're clearing this flag.'. Below the text area is a checkbox labeled 'Send a message to OBryan, Sonia to close the loop', which is checked. Below the checkbox is a text area labeled 'To OBryan, Sonia' with the placeholder text 'Type a message for OBryan, Sonia about clearing this flag.'. At the bottom left, there is a red asterisk icon and the text 'Required fields'. At the bottom right, there are two buttons: 'Never Mind' and 'Submit'.

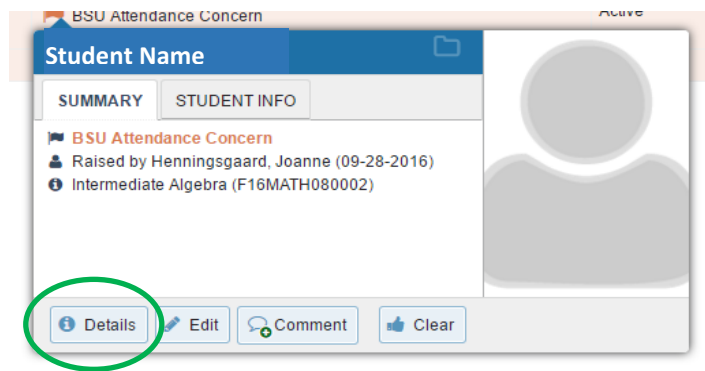
3. Select appropriate reason for clearing the flag
 - The concern was successfully addressed: (e.g. Student has discussed the flag with you.)
 - The concern was not successfully addressed: (e.g. Student has not responded after three attempts to reach the student over two weeks.)
 - The concern is no longer relevant: (e.g. Student has withdrawn from the class.)
 - The flag was raised by mistake: (e.g. Faculty flag raiser tells you the flag was raised by mistake.)

4. Include brief, appropriate closure comments using discretion in what you write
5. Click **Copy my comment** for the flag raiser, or write a different message for the flag raiser
6. Be sure **Send a message to the flag raiser to close the loop** is clicked
7. Click **Submit**

An email message with your comments about closing the loop is sent to the flag raiser, and the flag will now have a resolved status.

How to View the Activity on a Flag

1. Click on or hover your cursor over the flag icon by the alert you want to choose
2. Select **Details**



This shows the journal of activity on the flag.

Item Name	Status	Created	Due	Assignee
BSU Attendance Concern	Resolved	12-01-2016 by Rickers, Sue		Steggall, Kelli
Journal				
12-01-2016 Wolf, Linda	Assigned to Steggall, Kelli this is a test of the flag assignment process			
12-01-2016 Rickers, Sue	Raise Comment Student has missed 3 classes in a row			
12-02-2016 Steggall, Kelli	Outreach Effort Spoke with Student about attendance. She had family matters, and will contact Sue Rickers about missed classes.			
Today Steggall, Kelli	Flag Cleared Comment: Student reports she attended all of the remaining class sessions for the semester.			